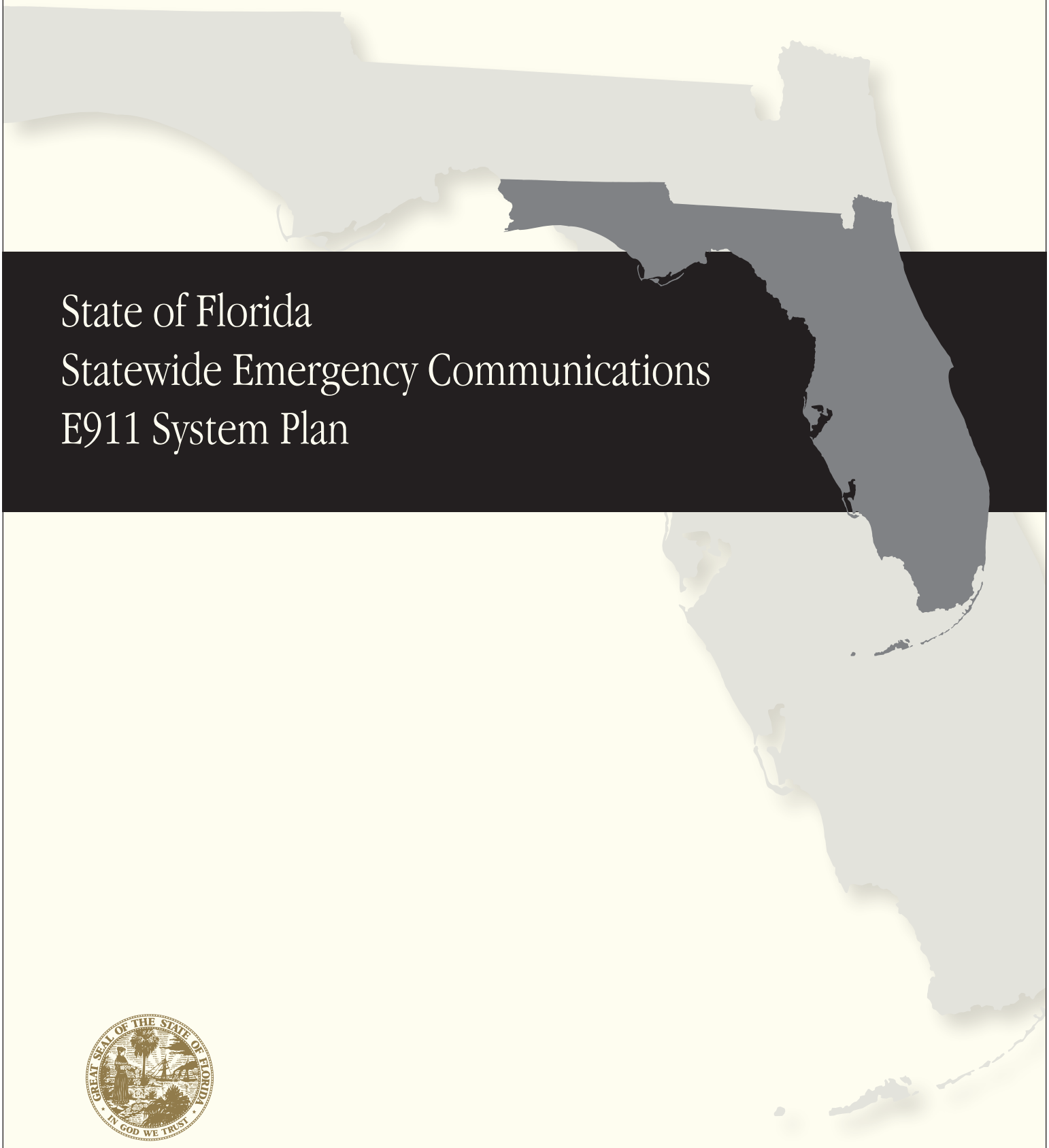
DIVISION OF TELECOMMUNICATIONS



State of Florida
Statewide Emergency Communications
E911 System Plan

DEPARTMENT OF MANAGEMENT SERVICES

Rick Scott, Governor, State of Florida | **John P. Miles, Secretary,** Department of Management Services

FLORIDA EMERGENCY COMMUNICATIONS NUMBER E911 STATE PLAN

CONTENTS

Section 1-8	**Florida Emergency Communications Number E911 State Plan**
Section 9	**County E911 Plans**
Appendix A	**Florida Statutes 365.171 through 365.175**
Appendix B	**Inter-local Agreements**
Appendix C	**Five Year Plan**
Appendix D	**E911 Trouble Reporting Form**
Appendix E	**PSAP 911 Trunk Network**

FLORIDA EMERGENCY COMMUNICATIONS NUMBER E911 STATE PLAN

TABLE OF CONTENTS

SECTION	TITLE	PAGE
	EXECUTIVE SUMMARY	6
1.0	INTRODUCTION	8
1.1	Historical Background	9
1.2	Plan Concepts	11
1.3	County E911 Plan	11
		11
2.0	FLORIDA'S E911 ORGANIZATIONAL STRUCTURE	11
2.1	Department of Management Services (DMS)	11
2.2	Statewide 911 Coordinator	12
2.3	Florida E911 Board	12
2.4	Board of County Commissioners	12
2.5	County 911 Coordinator	13
3.0	E911 SYSTEM FEATURES, DESIGN, AND REQUIREMENTS	14
3.01	Definitions	14
3.02	Public Safety Answering Point (PSAP)	14
3.1	Types of 911 Systems	15
3.1.1	Basic 911 (Type 1)	16
3.1.2	Basic 911 with Automatic Number Identification (ANI) (Type 2)	18
3.1.3	Basic 911 with ANI and ALI (also known as a Stand Alone Location Identification System (SALI) (Type 3)	18
3.1.4	E911/Regulated Service Provider (Type 4)	18
3.1.4.1	Features	18
3.1.4.2	Routing	19
3.1.4.3	Automatic Number Identification (ANI)	20
3.1.4.4	Automatic Location Identification (ALI)	20
3.1.4.5	Selective Transfer	20
3.1.4.6	Fixed Transfer	20
3.1.4.7	Central Office Call Overflow	20
3.1.4.8	Alternate Routing	21
3.1.4.9	Default Routing	21
3.1.4.10	E911 Control Office/Central Office Reroutes	21
3.1.4.11	Wireless Considerations	21
3.1.4.12	Voice over Internet Protocol (VoIP) Considerations	22
3.1.4.13	Next Generation 911 (NG-911) Considerations	22
3.1.4.14	Satellite Phone Considerations	22
3.1.5	E911/County Controlled and Managed (Type 5)	22
3.1.6	Combination of E911 System Control and Management (Type 6)	23
3.1.7	Next Generation 911 (Type 7)	23
3.2	Technical and Operational Standards	23
3.2.1	Technical Standards	23
3.2.1.1	General System Criteria	23
3.2.1.2	Technical Standards for Type 2 Systems	26
3.2.1.3	Technical Standards for System Types 3, 4, and 5	26
3.2.2	Operational Standards	27
3.2.2.1	Direct Dispatch	27
3.2.2.2	Call Transfer	27

3.2.2.2.1	Voice Transfers	27
3.2.2.2.2	Voice and Data Transfers	28
3.2.2.2.3	Voice, Data, & Video	28
3.2.2.3	Call Relay	28
3.2.2.4	Call Referral	29
3.2.3	Operational Standards for E911 System Types 1 through 7	29
3.2.4	Operational Standards for E911 System Types 3, 4, and 5	30
3.3	E911 System Design	31
3.3.1	General Design Approach	31
3.3.2	System Design Criteria	32
3.3.2.1	Call taker Positions and Staffing	32
3.3.2.2	Telephone Grade of Service	33
3.3.2.3	Ring Time	33
3.3.2.4	Call Setup Time	33
3.3.2.5	Call Volume	33
3.3.2.6	Call Length	34
3.3.3	Telephone System Requirements	34
3.3.3.1	Primary System Components	34
3.3.4	Detailed System Design	35
3.3.4.1	Busy Hour Call taker Positions/Total Staff	35
3.3.4.2	Incoming Lines or Trunks	36
3.3.4.3	Transfer Lines	37
3.4	Other Equipment	37
3.4.1	Recording Devices	37
3.4.2	Instant Playback Recording	37
3.4.3	Teletypewriters (TTYs) Equipment	38
3.4.3.1	TTY Call Answering Requirements	38
3.4.4	Management Information Systems (MIS)	39
4.0	SYSTEMS DEVELOPMENT	40
4.1	PSAP Equipment	41
4.2	PSAP Consolidation	41
4.3	Security	41
4.3.1	PSAP Security Criteria	41
4.4	E911 Emergency Operations Plan	42
4.4.1	Backup Systems	43
4.4.2	Federal Contingency Planning	44
4.4.2.1	National Incident Management System	44
4.4.2.2	Pandemic Influenza	44
4.4.3	Telecommunications Service Priority	44
4.5	Database Development	45
4.6	Mapping Support Systems	48
4.6.1	Wireless Mapping Configurations	49
4.6.1.1	Type AA: CAD-Based Address Table	49
4.6.1.2	Type AB: Stand-alone Geo-Mapping System	49
4.6.1.3	Type AC: CPE Baseline Mapping System	49
4.6.1.4	Type AD: Fully-Integrated GIS	50
4.7	MSAG Considerations	50
4.8	Pay Phones	51
4.9	PABX Systems	51
4.10	VoIP PBX Systems	53

4.11	Alarms/Auto Dialers	54
5.0	PERSONNEL, TRAINING, OPERATIONS, & SYSTEM MANAGEMENT	54
5.1	County 911 Coordinator Position	54
5.2	Equipment Maintenance and Testing	56
5.3	Personnel Requirements	56
5.3.1	Staffing	57
5.4	Finance	57
5.4.1	County E911 Five-Year Plan	59
5.4.2	County Annual Financial Reports (CAFR)	60
5.4.3	Line Item Budget	60
5.4.4	Approve Vendors	60
5.4.5	Capital Outlay	60
5.4.6	E911 Fund Management & Carry Forward Funding	60
5.5	Training	61
5.5.1	911 Public Safety Telecommunicator Training and Certification Requirements	62
5.5.2	Quality Assurance Program	62
5.6	Database Management	63
5.7	PSAP Standard Operating Procedures (SOPs)	64
5.8	ADA Compliance and Training	66
5.9	Language Interpretation Service	67
5.10	Communications with PSAP & Agencies	68
5.11	Service Provider Relations	69
5.12	System Management & Improvement	69
5.13	Record Retention	69
5.14	Public Education & Awareness	70
6.0	FUNDING AND E911 FEES	71
6.1	E911 Fee	71
6.2	E911 Fee Distribution	72
6.2.1	Wireless Fee Distribution	72
6.2.2	Nonwireless Fee Distribution	73
6.3	Establishing a County Fund	74
6.4	Carry forward Funds	74
6.5	Excess Recovery of County Costs	75
6.6	Service Provider Considerations	75
6.7	Expenditures	75
6.8	Exemptions and Restrictions	77
6.9	911 Fee Revenue Priorities	77
7.0	DEPARTMENT OF MANAGEMENT SERVICES REQUIREMENTS	78
7.1	County E911 Plan Approvals	78
7.1.1	County E911 Plan Contents	78
7.1.2	County E911 Plan Approval	81
7.2	Major Additions to a County E911 System Approval	81
7.3	Instructions for PSAP Inspection	81
7.3.1	Inspection Checklist	82
7.3.2	Inspection Evaluation	82
7.4	Certificates of Compliance	83
7.5	Certification Checklist	83

8.0	TECHNOLOGICAL ADVANCEMENTS AND REGULATORY ISSUES	90
8.1	Introduction	90
8.1.1	Diverse Dynamics	90
8.1.2	Historical Information	90
8.1.3	Organization and Operations	90
8.1.4	APCO, NENA, CTIA, NASNA (Public Safety & Industry Groups)	91
8.1.5	Summary	91
8.2	Wireless Technology	91
8.2.1	Basic Wireless	91
8.2.2	Wireless Considerations	92
8.2.3	Phase I & II Enhanced Wireless Variables	92
8.2.3.1	Phase I	92
8.2.3.2	Phase II	92
8.2.4	WSPs/LECS	93
8.2.5	Wireless Trunking Solutions	93
8.2.5.1	Local Exchange Trunking	93
8.2.5.1.1	Inclusive Method (combined wireline and wireless trunks)	93
8.2.5.1.2	Exclusive Method (wireless trunks separate from wireline)	93
8.2.5.2	WSP Direct Trunking	94
8.2.5.3	Wireless IP Trunking	95
8.3	Regulatory/Legislative Issues	95
8.3.1	Florida Statute §365.171 through §365.175	95
8.3.1.1	Florida Statute §365.171 Emergency Communications Number State E911 Plan	95
8.3.1.2	Florida Statute §365.172 Emergency Communications Number E911 Act	96
8.3.1.3	Florida Statute §365.173 Emergency Communications Number E911 System Fund	96
8.3.1.4	Florida Statute §365.174 Proprietary and Confidential Business Information	97
8.3.1.5	Florida Statute §365.175 Emergency telephone number 911 private branch exchange-private switch automatic location identification.	97
8.4	Federal Statutory Requirements	98
8.4.1	FCC Report & Order 94-102	98
8.4.2	Other FCC Report & Orders	99
8.4.3	Non-initialized Cell Phones	99
8.5	Florida E911 Board	99
8.5.1	Goals	100
8.5.2	Cost Recovery	100
8.5.3	Grants and Fund Distribution	100
8.5.4	Proprietary Information	100
8.6	Descriptions of Roles and Responsibilities	101
8.6.1	Role of the Counties and PSAPs	101
8.6.2	Role of the 911 Service Provider	102
8.6.3	The Role of WSPs	102
8.7	Wireless Technical Considerations	103
8.7.1	Non Call-Path Associated Signaling (NCAS) Solutions	103
8.7.2	Call-Path Associated Signaling (CAS) Solutions	103
8.7.3	Hybrid Call Routing	104
8.7.4	Phase II Location Technologies	104
8.7.4.1	How Wireless Location Solutions Work	104
8.7.4.2	How Handset Solutions Work	105
8.7.5	ANI Display Verses Calling Party Number (CPN) Placement	105
8.8	Wireless Implementation	105
8.8.1	WSP Guidelines	105

8.8.2	Initial Contact	106
8.8.3	Determine Wireless Network Configurations	106
8.8.4	Registered/Certified Letter	106
8.8.5	PSAP Customer Premise Equipment (CPE) Considerations	107
8.8.5.1	Potential Impacts to E911 CPE	107
8.8.5.2	Wireless Phase I Implementation	107
8.8.5.3	Trunks and Positions	107
8.8.5.4	ANI	108
8.8.5.5	ALI	108
8.8.5.6	Mapping	108
8.8.6	Phase II Capabilities	109
8.8.7	Contracts, Service Orders, and Documentation	109
8.8.8	Call-Handling Options	109
8.8.9	Data Collection and Database Maintenance	110
8.8.10	Data Collection Steps	110
8.8.11	Radio Frequency (RF) Coverage	111
8.8.12	Testing	112
8.8.12.1	Call-through Testing	113
8.8.13	Error Resolution and Misroutes	113
8.8.14	Training	113
8.8.15	Wireless Callers' Location	113
8.8.16	Wireless ALI Confidence Factor	114
8.8.17	PSAP Wireless Testing Program	114
8.8.18	Wireless Rebid And Answering Procedures	114
8.9	Local Number Portability	114
8.10	Automatic Collision Notification (ACN)	115
8.11	Mobile Satellite Service Considerations	115
8.12	Level of Service	115
8.13	New Technologies	116

FLORIDA EMERGENCY COMMUNICATIONS NUMBER E911 STATE PLAN

EXECUTIVE SUMMARY

The Florida Emergency Communications Number E911 State Plan (hereinafter referred to as the *State E911 Plan*) is a statewide plan for implementing, coordinating and maintaining Enhanced 911[1] (E911) services, thereby establishing the framework for a statewide emergency E911 communications system[2]. It is the goal of the State E911 Plan to provide citizens with rapid direct access to public safety agencies by accessing 911, with an objective of reducing the response time to situations requiring law enforcement, fire, medical, rescue, and other emergency services. This comprehensive State E911 Plan includes mandatory requirements referenced in Florida Administrative Code Rule 60FF - 6. The State E911 Plan outlines the following:

- The roles, responsibilities, and requirements of the public agency emergency communications system for each entity of local government in Florida.
- A system, designed to meet specific local government requirements for public emergency communications agencies, which shall include law enforcement, firefighting, and emergency medical services and may include other emergency services such as poison control, suicide prevention, and emergency management services.
- Identification of interagency coordination and mutual aid agreements necessary to develop an effective E911 system.
- A funding provision that identifies the costs necessary to implement the E911 system.

The passage of the Florida Emergency Communications Number E911 State Plan Act, Florida Statute §365.171, attached in Appendix A, mandated that the Department of Management Services (DMS) develop, implement and continually update a cohesive statewide plan for implementing the Emergency Communications Number E911. The Statute requires public emergency communications agencies for each entity of local government in all Florida counties to comply with the State E911 Plan. The key items in the Act are:

- DMS shall develop a statewide E911 Plan.
- All public safety agencies shall comply with the developed State E911 Plan.
- DMS shall adopt rules and regulations for implementing and coordinating the State E911 Plan, pursuant to Chapter 120.
- The Secretary of DMS (or his/her designee) shall be the Director of the Statewide Emergency Communications Number System.

[1] set forth in Rule 60FF-6.001(2)(d)
[2] set forth in Rule 60FF-6.001(1)

- DMS shall approve all new or expanded E911 systems.
- The only emergency number published in Florida shall be 911.

The State E911 Plan is divided into nine sections with an appendix:

1.0 INTRODUCTION - Section 1 reviews the background information, history, and objectives of Florida's 911 System.

2.0 FLORIDA'S E911 ORGANIZATIONAL STRUCTURE – Section 2 identifies the major public agencies, governments, personnel, and responsibilities involved with the State E911 system and State E911 Plan.

3.0 E911 SYSTEM FEATURES, DESIGN AND REQUIREMENTS - Section 3 provides information on the 911 system types, features, functions, operations, and capabilities of E911 systems. It includes design criteria and technical and operational standards for E911 systems.

4.0 SYSTEMS DEVELOPMENT - Section 4 outlines the development of E911 systems including database management and mapping for the E911 systems.

5.0 PERSONNEL, TRAINING, OPERATIONS, AND SYSTEM MANAGEMENT - Section 5 provides E911 system information and identifies the operational issues and requirements.

6.0 FUNDING AND E911 FEES - Section 6 provides detailed information on financing and funding issues for E911 systems.

7.0 DEPARTMENT OF MANAGEMENT SERVICES REQUIREMENTS - Section 7 details the State's requirements for E911 system planning, approval, and inspection and certification of Public Safety Answering Points (PSAPs).

8.0 ADVANCED TECHNOLOGY AND REGULATORY ISSUES - Section 8 provides information on wireless and advanced technology services and identifies regulatory issues affecting E911 systems.

9.0 COUNTY E911 PLANS - Section 9 provides individual plans for each of Florida's 67 counties.

The Appendix contains resource documents including Florida Statutes §365.171 through §365.175, technical documents and examples.

All county E911 systems shall conform to the mandatory provisions of Rule Chapter 60FF-6, Florida Administrative Code. The rule is published on the Florida E911 Website at URL: http://florida911.myflorida.com/.

All public agencies shall assist DMS in their efforts to carry out the intent of the State E911 Plan, and agencies shall comply with the developed plan[3] per Florida Statute §365.171 (10). Further, it is a requirement that each county assign an individual responsible for coordinating the E911 program within their county (a county 911 coordinator), who will serve as a single point of contact with DMS for E911 related issues.[4]

1.0 INTRODUCTION

It is the intent of the Legislature that the communications number, 911, be the designated emergency communications number. A public safety agency may not advertise or otherwise promote the use of any communications number for emergency response services other than 911. It is further the intent of the Legislature to implement and continually update a cohesive statewide E911 Plan for enhanced 911 services, which will provide citizens with rapid direct access to public safety agencies by accessing 911. A major objective of the State E911 Plan is to reduce the response time to situations requiring law enforcement, fire, medical, rescue, and other emergency services.

The State of Florida is dedicated to providing a functional emergency communications number system serving citizens and visitors on a statewide basis. Passage of the Florida Emergency Telephone Number Act, Florida Statute §365.171, in 1974, and the publishing of *911 Emergency Telephone Number Plan*, in 1976, as well as subsequent revisions, established the framework to make this goal a reality.

The initial legislative goal was to establish Basic 911 operations statewide. This goal was achieved when the Basic 911 system in Lafayette County became operational on May 2, 1997.

Florida's next goal was to provide E911 services statewide to better serve Floridians and visitors. This goal was achieved when the E911 system in Dixie County became operational on September 20, 2005.

Legislation, passed in 1985, 1987, and 2007, established the wireline telephone access surcharge for E911. A wireless E911 surcharge was established in 1999, which mandates that issues of E911 planning and implementation be updated to reflect the status of the E911 program. This mandate includes planning for currrent, emerging and future technologies, such as, Next Generation E911 with Voice over Internet Protocol (VoIP) telephony, text and video features, and satellite accessibility. It furthermore mandates that direction be provided for implementation of present and future systems using state-of-the-art technologies. With these objectives in

[3] set forth in Rule 60FF-6
[4] set forth in Rule 60FF-6.004(3)(a)

mind, the State E911 Plan has been developed with the full cooperation and assistance of the E911 community in Florida.

The task of implementing a statewide E911 system in Florida involves adapting to a wide diversity of situations. While Florida has a population in excess of 18 million, there are counties with populations of less than 15,000 people. Therefore, individual system designs involving one to multiple PSAPs require different approaches. In addition, Florida's E911 systems must be designed to accommodate the public safety needs of over 80 million visitors each year.

Another factor contributing to the wide ranging approach to system design in Florida resulted from the deregulation of the telephone industry. Several counties in Florida have elected to install their own computers and 911 associated equipment to provide selective routing and Automatic Location Identification (ALI) to PSAPs. In these counties, local exchange carriers (LECs) provide the required circuits and Automatic Number Identification (ANI) to a designated location within the county. County personnel are responsible for maintaining the database with the help of periodic updates from the LECs.

1.1 Historical Background

In 1974, the 911 program in Florida was initiated by passage of the Florida Emergency Telephone Act, Florida Statute §365.171. Based on the initial legislative mandate, DMS contracted with the Stanford Research Institute to produce a study of 911 possibilities in Florida. The result was the document titled *911 in Florida: A System Concept*, published in August 1974. This report was a stepping-stone in preparing the original Florida 911 plan. Many concepts developed under this contract have been utilized by other states as well as the federal government.

In developing the original 911 plan, engineers from DMS met with the Boards of County Commissioners of all 67 Florida counties to explain the program. In most counties, 911 committees were formed consisting of representatives from the various public safety agencies. Numerous meetings were held during which approaches were considered, and alternatives developed. Studies were prepared by DMS of various system configurations for county consideration. The result was a 911 system plan for each county, with the exception of Miami-Dade County, which was already planning an enhanced system that offered selective routing. The Miami-Dade system became a forerunner of an advanced E911 system.

A historical discussion of 911 in Florida would be incomplete without mentioning funding. During the period of 1976 through 1982, the Florida Legislature appropriated funds to DMS that were used to assist counties in implementing 911 systems. These funds were distributed to the counties through grant applications to cover the

nonrecurring cost of establishing these early 911 systems.

In 1985, legislation was passed that allowed counties to establish a fee of up to 50 cents on telephone access lines (wireline) for a period not to exceed eighteen (18) months. The fee was to provide for nonrecurring costs associated with 911 system start up. In 1989, the legislature extended the collection period to thirty-six (36) months.

In 1987, the legislature greatly expanded the funding revenues by allowing recurring costs of 911 systems to be included in the fees on telephone access lines. For the first time, this provided operational costs from a source other than the county's general revenue fund. The legislature specified the items of equipment and services eligible for payment from these fees and stipulated that the total amount collected on wireline subscribers could not exceed 50 cents per month per line.

In 1991, legislative changes removed the requirement for annual DMS approval of a county's recurring fee and specified that a fund be established exclusively for 911 fee revenues and expenditures. The changes also required that monies in the fund be used only for specified purposes and required an annual financial audit of the fund to be conducted and forwarded to DMS. In addition, it also provided for a yearly carry forward of funds, while more clearly defining those costs eligible for expenditure of 911 fee revenues.

In 1999, 911 legislation was passed that addressed the rapidly expanding wireless industry and its effect on 911 systems. This legislation established a statewide fee of 50 cents per month for each wireless telephone billed within Florida, to be administered by a State Wireless 911 Board appointed by the Governor.

In 2007, E911 legislation was passed to address the rapidly expanding communication services, including VoIP and next generation equipment and devices and their impact on E911 systems. This legislation changed the local option fee to a statewide fee of 50 cents per month on all communications capable of accessing E911 services within Florida and expanded the Wireless 911 Board to an E911 Board. The E911 local exchange fee in four counties, Duval, Lee, Pasco, and Volusia, was set at the counties' lower option rate, because their E911 fee was set at a lower rate prior to July 1, 2007.

The 2010 legislative changes concerning E911 redefined the term 911 public safety telecommunicators and expanded the 911 allowable expenditures list to include fees associated with the Department of Health (DOH) for the certification and recertification of 911 public safety telecommunicators (a public safety dispatcher or 911 operator), employed at a public safety answering point, whose duties and responsibilities include the answering,

receiving, transferring, and dispatching functions related to 911 calls or supervising or serving as the command officer to a person or persons having such duties and responsibilities.

1.2 Plan Concepts

In developing the State E911 Plan, DMS and county 911 coordinators use a continuous process of information exchange with the appropriate representatives from local governments and the industry, thereby incorporating a true statewide approach to E911 system planning. Representatives from each of Florida's 67 counties and the 911 industry are involved in this process. The exchange of information assists in identifying new and innovative approaches to all aspects of the E911 system.

In updating the State E911 Plan, two committees, comprised of county 911 coordinators and industry representatives, were formed to compile the necessary information for the successful implementation and operation of wireless and nonwireless E911.

1.3 County E911 Plan

In preparing a county E911 Plan, content guidance is provided in Section 7.1.1 and format guidance should be derived from previous and similar county E911 plans. Additional resource documents include the Florida Emergency Communications Number E911 State Plan Act, Florida Statute §365.171, and the existing State E911 Plan. Entities of local government shall coordinate closely with Department of Management Services' personnel in the development of their respective E911 systems.[5] County E911 Plans should be updated on a yearly basis or whenever modifications are made to the County E911 system. The County E911 Plans are included in Section 9 and are available on the Florida E911 Website at URL: http://florida911.myflorida.com/ on the Florida E911 Plan link.

2.0 FLORIDA'S E911 ORGANIZATIONAL STRUCTURE

2.1 Department of Management Services (DMS)

The Office of the Governor has direct authority over DMS, and the Secretary of DMS, or his or her designee, is designated as Director of the Statewide E911 system by Florida Statute §365.171(5). The Secretary's Office has varied duties and, as Director, has designated a Statewide 911 Coordinator to carry out the day-to-day activities of the E911 program. The Director reviews and maintains oversight of all actions taken by DMS and provides the final approval on all E911 related policy or fiscal matters.

[5] set forth in Rule 60FF-6.003(1)

2.2 Statewide 911 Coordinator

The duties of the Statewide 911 Coordinator include the following:

- Review and make recommendations concerning county E911 plans
- Assist and make recommendations concerning E911 fees
- Maintain oversight of the PSAP inspection program
- Assist counties in establishing E911 programs
- Interface with the 67 county 911 coordinators
- Assist with legislative issues concerning E911
- Conduct semiannual meetings with the 67 county 911 coordinators, i.e., State 911 Coordinator Group
- Consult, cooperate, and coordinate activities of the system with state, county, local, and private agencies in accordance with Florida Statute §365.171(5)

2.3 Florida E911 Board

The Florida E911 Board (E911 Board) is established under Florida Statute §365.172, attached in Appendix A, to administer the fee imposed under Florida Statute §365.172(8), with oversight by DMS, including receiving revenues derived from the fee and distributing portions of such revenues to providers, counties, and DMS. The E911 Board accounts for receipts, distributions, and income derived by the funds maintained in the Emergency Communications Number E911 System Fund. It also provides annual reports detailing amounts collected and expended, the purposes for which expenditures have been made, and the statewide status of E911 service. In order to advise and assist DMS in carrying out the purposes of this section, the E911 Board, which shall have the power of a body corporate, shall have the powers enumerated in Florida Statute §365.172(6).

2.4 Board of County Commissioners

The revenues derived from the E911 fee under Florida Statute §365.172 are distributed each month to counties per Florida Statute §365.172. The funds collected and interest earned are appropriated for E911 purposes by the county commissioners. The State E911 Plan establishes the Board of County Commissioners in each county as the responsible fiscal agent.[6] Although E911 operations may be ceded to some other official or agency, ultimate responsibility and authority within a county rests with the Board of County Commissioners.

[6] set forth in Rule 60FF-6.004(1)

2.5 County 911 Coordinator

The State E911 Plan requires the Board of County Commissioners to designate a knowledgeable individual as its county 911 coordinator[7]. Florida Statute §365.172(9)(b) authorizes use of the E911 fee to fully fund this position (funding is based on the percentage of full-time equivalent (FTE) used by the county 911 coordinator to manage the county's 911 system). This position is established under the State E911 Plan to function as a single point of contact between the county's Board of County Commissioners and DMS regarding E911 fiscal, technical, operational, and strategic planning issues. The county 911 coordinator must make critical infrastructure investment recommendations to the Board of County Commissioners. This individual must provide the expertise needed to ensure the county complies with all state and federal laws affecting E911 as well as carry out the directives of county's Board of County Commissioners.[8]

The county 911 coordinator must implement countywide standards that meet or exceed those directed in the State E911 Plan. This individual must coordinate E911 infrastructure related activities among all emergency service agencies and equipment/service providers to ensure that the system performs smoothly, reliably, and efficiently in concert with statewide emergency communication objectives. This position must ensure the maintenance and functionality of the county's E911 system, on a 24 hours per day, seven days per week basis, thereby protecting the county from potential exposure to liability that might result from critical infrastructure failure.[9]

For these reasons, it is recommended that the position of county 911 coordinator report directly to the county manager or assistant county manager. At this level of responsibility, immediate and direct access to county decision makers would help ensure that complex technical, operational, and other important details are correctly communicated. Inadvertent miscommunication of critical details to decision makers, through a third party, may adversely affect a county's ability to respond to emergency or disaster situations and/or comply with state and federal laws.

The Board of County Commissioners shall notify the Statewide 911 Coordinator when a new county 911 coordinator has been designated.[10] The notification can be provided through an appointment letter, e-mail, or a copy of the County Board's meeting minutes approving the appointment. All contact information for the individual should be included with the appointment documentation.

---

[7] set forth in Rule 60FF-6.004(3)(a)
[8] set forth in Rule 60FF-6.004(3)(b)
[9] set forth in Rule 60FF-6.004(3)(c)
[10] set forth in Rule 60FF-6.004(3)(a)

3.0 E911 SYSTEM FEATURES, DESIGN, AND REQUIREMENTS

3.01 Definitions

The State E911 Plan recognizes the National Emergency Number Association (NENA) Master Glossary of 911 Terminology, except where definitions are provided in the State E911 Plan.

The State E911 Plan refers extensively to the various service features known collectively as Basic and E911.

Term	Definition[11]
Basic 911	An emergency telephone system which automatically connects 911 callers to a designated answering point. Call routing is determined by originating central office only. Basic 911 may or may not support ANI and/or ALI.
Enhanced 911[12]	A telephone system which includes network switching, data base and Public Safety Answering Point premise elements capable of providing automatic location identification data, selective routing, selective transfer, fixed transfer, and a call back number. The term also includes any enhanced 9-1-1 service so designated by the Federal Communications Commission in its Report and Order in WC Docket Nos. 04-36 and 05-196, or any successor proceeding.

3.02 Public Safety Answering Point (PSAP)[13]

A public safety agency[14] answering point receives incoming 911 calls and dispatches appropriate public safety agencies to respond to the calls. One of the basic terms in the State E911 Plan is a *Public Safety Answering Point* (PSAP). There are a number of different types of PSAPs recognized in the State E911 Plan:

- A primary PSAP is an answering point that has 911 calls routed directly from an E911 control office, 911 selective router, or directly from the service providers.[15]
- A secondary PSAP receives 911 calls transferred from a primary PSAP for the purpose of handling public safety agency calls. A secondary PSAP receives transfers of the voice, ANI, and ALI data for 911 calls from primary PSAPs.[16]

[11] Definitions provided from the National Emergency Number Association (NENA) Master Glossary of 9-1-1 Terminology (NENA -00-001, Version 13a, June 3, 2010), published at URL: http://www.nena.org/standards/master-glossary
[12] set forth in Rule 60FF-6.001(2)(d)
[13] set forth in Rule 60FF-6.001(2)(f)
[14] *Public safety agency means a functional division of a public agency, which provides firefighting, law enforcement, medical, or other emergency services.*
[15] set forth in Rule 60FF-6.001(2)(f)(1.)
[16] set forth in Rule 60FF-6.001(2)(f)(2.)

- A backup PSAP is a disaster recovery PSAP serving as a backup to a primary, which is not located at the primary PSAP. Secondary PSAPs may also utilize the backup, but it is designed to serve as backup to a primary PSAP.
- A consolidated PSAP is a facility in which one or more public safety agencies operate as a single 911 entity.
- A co-located PSAP is a facility in which one or more answering points operate as individual PSAPs within the same facility.

Note: For purposes of reporting in the county's E911 plan, answering points that are co-located should be listed under the co-located facility name. All primary and secondary PSAPs should be individually identified under the co-located facility name. All other primary, secondary, backup, and consolidated PSAPs should be identified separately by individual PSAP designation.

3.1 Types of 911 Systems

The State E911 Plan describes all county 911 systems in Florida by Types 1 through 7. Presently all 67 counties in Florida provide E911 as well as Phase I and Phase II services of either Type 4, 5, or 6. Explanations of Types 1, 2, and 3 are included for historical reference and to define available system contingency features. Type 7 is defined for future reference, as it will be the next evolutionary step in system development implemented. The order does not indicate preference or progressive ranking.

There are seven types of 911 systems presently operating in the various counties of Florida:

Type 1 Basic 911 with Voice Only

Type 2 Basic 911 with Automatic Number Identification (ANI)

Type 3 Basic 911 with Automatic Number Identification (ANI) and Automatic Location Identification (ALI) (also known as a Stand Alone Location Identification System (SALI))

Type 4 Enhanced 911 provided by the regulated service provider(s), which includes selective routing, alternate routing, default routing, ANI, ALI, and selective transfer

Type 5 Enhanced 911 in which the regulated service provider(s) make(s) available ANI and customer service records for ALI (i.e., County owned and controlled equipment provides ALI and selective

transfer, selective routing, alternate routing, and default routing is provided by the regulated service provider and/or the county.)

Type 6 A combination of types 4 and 5 provides a blended provision of E911 features by both the service provider(s) and the county or consortium of counties or providers, e.g., Wireline E911 provided by regulated service provider and wireless 911 provided by the county(s)

Type 7 Next Generation 911 (NG-911) Service utilizing broadband that may provide elements of voice, text, data and/or video E911 services

3.1.1 Basic 911 (Type 1)

A basic 911 system enables a citizen to dial 911 and be connected to a designated PSAP through dedicated 911 trunks or the Public Switched Telephone Network (PSTN). Selective routing, ANI, or ALI features are not used by a Type 1 system. However, several options are available that can provide additional features, thus increasing the effectiveness of a basic system.

BASIC 911 FEATURES

	DESCRIPTION
Called-party hold	Called-party hold enables the 911 PSAP to hold a connection through the local central office by remaining in an off-hook condition. The connection is held regardless of the status of the originating party's switch-hook. This feature permits manual call traces. It is available only when direct trunks (not tandem routing) are employed.
Emergency ring back	Emergency ring back enables the 911 call taker to hold and ring back the calling party after the calling party has hung up. It requires direct trunking and called-party hold as necessary prerequisites.
Idle-trunk tone application	Idle-trunk tone application enables the 911 call taker to determine whether the calling party hung up before the call was answered. This feature is independent of the trunking network.

Switch-hook status	Switch-hook status enables the 911 call taker to determine whether the caller is on the line, but unable to speak, or has hung up. It requires direct trunking through metallic facilities.
Forced disconnect	Forced disconnect enables automatic release of a 911 trunk upon disconnect by the 911 call taker, independent of the calling party's switch-hook. It is designed to enable the 911 PSAP to avoid tie up of the incoming 911 lines. It is independent of trunking network.
Visual Originating Central Office Identification	The 911 call taker's console has a separate lamp for each incoming 911 line. This allows identification of the telephone central office where the call originates. This feature is not available if an automatic call distributor (ACD) or tandem trunking is used.
Dedicated 911 Trunking	Dedicated 911 trunks are overlaid in the PSTN from a telephone local serving central office through the network to the PSAP. Dedicated trunks transport 911 calls only and are provided in a quantity to ensure a very high probability of call delivery to the PSAP.

Basic 911 systems are limited because telephone central office and wireless coverage areas seldom coincide with public safety agency jurisdictional areas.

The system designer selects a particular group of telephone central offices with geographical coverage areas that best approximate the jurisdictional area to be covered by the PSAP. Inevitably, there will be overlaps with other counties and operating telephone companies. Conversely, other counties will have central office areas encroaching in the opposite direction. This requires calls in the overlap area to be transferred or relayed to the responsible public safety agency. These scenarios require transferring or relaying calls in the overlap areas to the responsible public safety agency, which is not recommended because it creates increased response times and the possibility of errors.

Although there are no longer any designed Basic 911 systems in Florida, most of the Basic 911 features remain an inherent part of Type 4 through Type 7 as a possible routing or contingency option, e.g., routing or transfer to a ten-digit telephone number, alternate routing, and default routing.

3.1.2 Basic 911 with ANI (Type 2)

Basic 911 systems can be upgraded by adding the ANI[17] feature. The ANI signal is transmitted with the call, and the caller's telephone number is displayed immediately at the PSAP. With the added ANI feature, the PSAP has the ability to return a call or call back, if necessary, and better identify the location of the call through external reference sources.

3.1.3 Basic 911 with ANI and ALI (also known as a Stand Alone Location Identification System (SALI) (Type 3)

ALI[18] provides an automatic display at the PSAP of the calling party's telephone number, the address or location of the telephone number, and, possibly, additional supplementary information. ALI may supply the PSAP call taker with the following, plus other options available by the service provider.

Basic 911 systems with ANI and ALI fall just short of E911 due to the lack of selective routing. The systems are often called *Stand Alone Location Identification*, or SALI, systems and are selected by small- to medium-sized counties due to their reduced cost as compared to an enhanced system.

SALI systems consist of an on-premise computer at the PSAP that stores the ALI database, which is developed and periodically updated by the local exchange company. The frequency of the update is determined by the county.

Day-to-day management of the database is the responsibility of the county 911 coordinator. Such a system usually provides an ANI/ALI display screen, which has extra field space for entering ancillary information. Such information may provide a caller's location, medical information, description of possible hazardous materials, etc.

3.1.4 E911/Regulated Service Provider (Type 4)

3.1.4.1 Features

Type 4 E911 systems include ANI, ALI, and selective routing and transfer capabilities. County systems in which these features are provided through system components managed and controlled by the regulated telephone companies are designated as Type 4 systems. More specifically, in a Type 4 system, the regulated telephone company (service provider) provides and maintains the E911 control office/selective router, the ALI database and

[17] set forth in Rule 60FF-6.001(2)(b)
[18] set forth in Rule 60FF-6.001(2)(a)

retrieval systems. The PSAP Customer Premises Equipment (CPE)[19] may be provided by either the telephone company service provider or the county.

3.1.4.2 Routing

Selective, alternate, and default routing are 911 call routing methods that use an E911 control office/selective router to send calls to the appropriate PSAP based on the location of the caller. They are considered the most important features of an E911 system.

Basic 911 systems have an inherent disparity between central office/tandem/LEC boundaries and public safety agency jurisdictional boundaries. Selective routing overcomes this problem by routing calls to appropriate PSAPs based on the caller's telephone number (ANI) and its associated Emergency Service Number (ESN). The ESN designates a specific geographical area having a unique combination of law enforcement, fire, and medical response agencies. Alternate routing provides call handling at a preselected PSAP, when the identified primary PSAP is incapable of handling traffic due to being too busy or offline. Default routing is the capability of routing the 911 call to a pre-designated default PSAP, when the 911 call cannot be selectively routed due to ANI failure or unavailable ALI.

The introduction of selective routing was a significant breakthrough for the 911 program in Florida and the nation. Historically, a major barrier in establishing 911 programs in many Florida counties was eliminated with selective routing, which enabled each sheriff's department, law enforcement department, etc., to primarily receive calls only from within its own jurisdiction.

E911 Control Office/Selective Routers can be inter-connected by telephone service providers to allow inter-switch transfer of 911 calls between neighboring county systems and PSAPs. County selective routers can be inter-connected to provide the transfer of 911 calls between neighboring county systems and PSAPs.

Each telecommunications device, capable of accessing 911 in the county, is electronically tagged with an ESN, which designates a geographic area and its associated unique combination of responsible law enforcement, fire, or EMS agencies. Each ESN defines the primary PSAP to which the call is to be selectively routed.

[19] Customer Premises Equipment (CPE) including communications or terminal equipment located at a PSAP for 911 call processing and answering. As set forth in Rule 60FF-6.001(2)(c)

3.1.4.3 Automatic Number Identification (ANI)

An E911 system receives the ANI signal with the call, and the caller's telephone number is displayed immediately (in a ten-digit telephone number format) at the PSAP.

3.1.4.4 Automatic Location Identification (ALI)

ALI provides the PSAP with an automatic display of the calling party's telephone number, address or location of the telephone number, and potentially additional supplementary information. As previously defined, ALI may supply the PSAP call taker with the following:

- Telephone subscriber's name
- Telephone subscriber's service address and other location information
- Emergency Service Number (ESN)
- Law enforcement agency
- Fire department
- EMS rescue agency
- Class of service
- Other optional features may be made available by the service provider, such as, vendor codes, pseudo ANI (pANI), mapping, special needs, longitude and latitude, etc.

3.1.4.5 Selective Transfer

This selective routing feature enables the call taker to automatically transfer an incoming call to a specific response agency by pressing a single button, which is designated as law enforcement, fire, or medical. This feature uses the ESN of the calling telephone number to route the call transfer.

3.1.4.6 Fixed Transfer

Fixed transfers may be accomplished by using pre-programmed speed dial lists.

3.1.4.7 Central Office Call Overflow

This feature allows 911 calls to be routed to an alternate network, e.g., operator services systems for 911 overflow calls resulting from busy conditions or E911 facility interruptions between the central office and E911 control

office/selective routers. This function may be dependent upon county requirements and/or service provider capabilities.

3.1.4.8 Alternate Routing

In tandem routing systems, alternate routing represents the capability of automatically rerouting 911 calls to a designated alternate location, if all 911 trunks to the primary PSAP are busy or out of service. This may also be activated upon request, when E911 equipment fails or the PSAP itself is disabled. All counties shall have established alternate routes in place to ensure continuance of operations for all services provisioning.[20]

3.1.4.9 Default Routing

When an incoming 911 call cannot be selectively routed due to an ANI failure, default call routing switches the 911 call to a pre-designated PSAP. This feature may be used to transfer calls between PSAPs, cities, and counties and from county-to-county.

3.1.4.10 E911 Control Office/Central Office Reroutes

Upon request, service providers can temporarily reroute calls from the normal PSAP routing destination to other PSAPs, agencies, or ten-digit telephone number groups. This involves an activation request to the service provider. A reroute activation may occur due to 911 PSAP equipment failure, E911 network failure, or a PSAP building being disabled or threatened. Reroute plans are normally pre-established or developed upon demand. All counties shall have established reroute plans in place to ensure continuity of operations.[21]

3.1.4.11 Wireless Considerations

County 911 coordinators are reminded that handling 911 calls from wireless phones and devices must meet all requirements of the Federal Communications Commission (FCC) General Rules, Orders, and Mandates (especially as applies to FCC Mandate 94-102 for Phase 1 and Phase II wireless E911, which is published at URL http://www.fcc.gov/cgb/dro/e911tty.html. Wireless calls should provide criteria information as to call location accuracy; e.g. confidence factors.

[20] set forth in Rule 60FF-6.005(4)(b)
[21] set forth in Rule 60FF-6.005(4)(c)

3.1.4.12 Voice-over-Internet Protocol (VoIP) Considerations

Over time, VoIP 911 calls may/will contain elements of voice, data/text, and video originating from many types of digital devices over Internet Protocol (IP) networks. (Recommendations will be attached in an Appendix when established.)

3.1.4.13 Next Generation 911 (NG-911) Considerations

NG-911 standards are currently under development. (When complete the requirements and recommendations will be incorporated in a future State E911 Plan update when established by rule.)

3.1.4.14 Satellite Phone Considerations

This feature will allow for the comprehensive handling of satellite phones that are presently used only in very rural areas of the country and in limited scope. Use of these devices will increase as technology improvements reduce subscriber costs.

3.1.5 E911/County Controlled and Managed (Type 5)

County 911 systems in which the E911 features are provided through major system components owned, managed and controlled by the county are designated as Type 5 systems.

The regulated service provider supplies the voice network, ANI, and customer service records for the population on the ALI database.

The PSAP CPE may be provided by either the telephone company or the county in a Type 5 system.

Type 4 and Type 5 systems provide the same set of E911 features. What distinguishes the two is the fact that the selective router and/or the ALI Database Management System (DBMS) and retrieval systems of Type 5 E911 systems are owned, managed, and controlled by the county. Although a Type 5 system's CPE may be provided by the telephone company or the county, if county-owned, the regulated service provider supplies the county with the voice network, ANI, and customer service records with which to populate the county's ALI database.

To establish a Type 5 E911 database, the county and the telephone company service provider(s) enter into a contractual agreement or tariff service agreement for the telephone company to provide customer records to the

county, including customer telephone numbers, names, and service addresses. The agreements include terms and conditions, rates and charges, and the frequency and medium for ongoing record updates (additions, changes, and removals).

In some cases, the telephone company customer records are utilized for customer service and billing, but are not necessarily designed to provide information in the format needed for emergency service. In these cases, the records must be converted (or *scrubbed*) before loading data into the county provided ALI system.

If applicable, the selective routing equipment, ALI data storage equipment, and all other equipment required are located on the county's premises. Equipment use in a Type 5 system may be purchased or leased. Normally, the county 911 coordinator is responsible for the control and management of a Type 5 system.

3.1.6 Combination of E911 System Control and Management (Type 6)

A Type 6 system is a blend of Types 4 and 5. Various E911 features are provided by service provider(s) and the county or consortium of counties or providers, e.g., wireline E911 provided by a regulated service provider and wireless E911 provided by the county.

3.1.7 Next Generation 911 (Type 7)

A Type 7 system provides NG-911 service utilizing broadband that may provide elements of voice, text, data and/or video E911 services.

3.2 Technical and Operational Standards

Technical and operational standards may vary, depending on the 911 system type (1 through 7) in use. The following is a discussion of these standards and how they may vary:

3.2.1 Technical Standards

3.2.1.1 General System Criteria

The Technical Standards outlined in this section apply to all types of 911 systems:

(A) All public safety agencies (law enforcement, fire protection, emergency medical, and rescue agencies), within the boundaries of the 911 system, shall be included in the system.[22]

(B) As a goal for county E911 system design, the primary 911 PSAP should be located in a centralized, consolidated radio dispatch facility that serves all public safety agencies within the county or other specified geographical area.

(C) For wireline 911 calls, a minimum number of dedicated 911 lines shall be provided from the service provider's central office(s) to the 911 selective router and from that selective router to the 911 PSAP to supply a P.01 grade of service or better. A P.01 grade of service allows one busy signal in 100 attempted calls during the average busy hour. For wireline 911 calls, there shall be a minimum of two lines from each central office to the selective router and there shall be a minimum of two lines from the selective router to each PSAP.[23]

(D) A major goal for 911 system design is that all 911 network and system components should be configured to be redundant, diversely routed or located, and have no single point of potential system failure.

(E) All PSAPs shall be staffed with an adequate number of answering positions to ensure that a minimum of 90 percent of voice calls shall be answered within 10 seconds of call arrival at the PSAP and 20 seconds for Teletypewriter (TTY)[24] calls. All secondary PSAPs shall also meet this standard.[25]

(F) Each call taker position shall have access to all incoming 911 lines, outgoing dedicated lines, tie-lines, and dial-out lines.[26]

(G) Each 911 call taker shall receive both audible and visual indications of an incoming 911 call.[27]

(H) It is recommended that wireline, wireless, VOIP, and future call pathways be separated to prevent *bottle-necking* of calls. Call overflow between and/or among types of call paths may be used to determine call-handling capabilities and/or capacities.

---

[22] set forth in Rule 60FF-6.002(1)(a)
[23] set forth in Rule 60FF-6.005(1)(d)
[24] set forth in Rule 60FF-6.001(2)(g)
[25] set forth in Rule 60FF-6.005(1)(b)
[26] set forth in Rule 60FF-6.005(3)(b)
[27] set forth in Rule 60FF-6.005(3)(b)

(I) Each county shall maintain a minimum of one non-published number to handle incoming emergency calls from service provider operators and/or as an alternative number for routing overflow calls. Additional lines should be installed as increases in call volume dictate. Line(s) should terminate in the PSAP answering equipment and shall be used for operator emergency transfers or emergency transfers from other counties.[28]

(J) Each PSAP answering position shall be equipped with TTY equipment, or equivalent equipment functionality[29], in compliance with directives from the U. S. Department of Justice (DOJ) and the Americans with Disabilities Act (ADA), prohibiting discrimination based on disability.[30]

(K) Each PSAP shall have telephone numbers displayed and readily available for reporting failures in the 911 system to service providers and county maintenance personnel.[31] It is recommended that system providers maintain a maximum two-hour response time for repairs to critical system components. It is also recommended that no critical part of a 911 system be out of service for more than 24 hours. This includes voice recording and TTY equipment. If 24-hour repair is not available for TTY equipment, the county 911 system shall maintain spare TTYs for temporary use.[32]

(L) Each PSAP shall be equipped with voice recording capability. At a minimum, this equipment will record the conversation, incoming trunk, identification of the position handling the call, and date and time of each 911 call[33]. Each call taker shall be equipped with access to instant playback recording capability.[34]

(M) Each 911 PSAP shall have an auxiliary powered motor generator, with associated fuel capacity and resupply capability, for supplying power to the PSAP during extended commercial power outages[35]. The generator shall be installed using appropriate grounding engineering.[36]

(N) All 911 equipment shall have a battery powered Uninterruptible Power Supply (UPS)[37] with sufficient capacity to maintain PSAP equipment until the motor generator stabilizes. No calls shall be lost during

[28] set forth in Rule 60FF-6.005(3)(c)
[29] set forth in Rule 60FF-6.005(3)(d)
[30] Department of Justice and the Americans with Disabilities Act (ADA) information published at URL: http://www.ada.gov/
[31] set forth in Rule 60FF-6.005(8)(d)
[32] set forth in Rule 60FF-6.005(2)(d)
[33] set forth in Rule 60FF-6.005(2)(e)
[34] set forth in Rule 60FF-6.005(2)(f)
[35] set forth in Rule 60FF-6.005(2)(h)
[36] set forth in Rule 60FF-6.005(2)(i)
[37] set forth in Rule 60FF-6.001(2)(g)

the transition to the UPS.[38] PSAPs should conform to basic U. S. Electronics Industries Association and Telecommunications Industries Association (EIA/TIA) standards to ensure compatibility between the UPS, generator, and system grounding methods.

(O) All 911 circuits entering the PSAP building should be housed in buried conduit. Redundant circuits should utilize divergent entrances into the building, where feasible. All exposed 911 circuits inside the building and facilities serving the 911 PSAP shall be protected and marked to prevent damage or tampering.[39]

(P) Diverse routing of 911 trunks is strongly recommended, where available, from network providers. Dual entrance (diversity) of connectivity cables into PSAP facilities is strongly recommended.

(Q) All PSAPs shall require equipment vendors and service providers to provide emergency trouble reporting telephone numbers that are staffed and answered 24-hours per day, seven days per week.[40]

3.2.1.2 Technical Standards for Type 2 Systems

For Type 2 (Basic 911) systems with ANI, the PSAP should maintain a copy of the most recently published reverse telephone directory at the PSAP.

3.2.1.3 Technical Standards for System Types 3, 4, and 5

Standards in this section apply only to E911 system Types 3, 4, and 5:

(A) E911 systems shall include a proactive program to identify database errors, which shall continuously monitor and maintain a record of database accuracy.[41]

(1) Customer Record Accuracy

[38] set forth in Rule 60FF-6.005(2)(g)
[39] set forth in Rule 60FF-6.005(6)(e)
[40] set forth in Rule 60FF-6.005(8)(d)
[41] set forth in Rule 60FF-6.005(5)(c)

It is recommended that counties and service providers establish a program to continuously monitor customer record accuracy. The failure of a customer record entry to match the Master Street Address Guide (MSAG) constitutes an error. Accuracy is defined as follows:

$$\%\text{Accuracy} = \frac{C - R}{C} \times 100$$

Where:
C = Total number of customer records within a 24 hour period
R = Number of customer records that do not match the MSAG

It is recommended that dynamic accuracy be maintained at 90 percent or greater. It is further recommended that 99.5 percent of all such errors be corrected in 30 days or less. Any adds, deletes, or changes to customer records should be made available to the E911 system within two working days.

3.2.2 Operational Standards

The following describes the four methods of handling 911 calls. County 911 systems may use a combination of these methods, depending on the 911 system type and nature of each particular call.

3.2.2.1 Direct Dispatch

When an emergency call is received at a primary 911 PSAP, the call taker will verify the nature and location of the emergency. Emergency services are dispatched to the emergency by personnel in the primary PSAP. This method, known as a direct dispatch, is the fastest, most cost effective method of sending emergency help.

3.2.2.2 Call Transfer

3.2.2.2.1 Voice Transfers

In a voice call transfer, an emergency call is received at a primary 911 PSAP. The call taker verifies the nature and location of the emergency and transfers the caller to the secondary PSAP responsible for dispatching emergency help. The PSAP transferring the 911 call must stay on the line until the receiving agency answers and accuracy of the transfer is ascertained.[42]

911 call transfers generally travel over dedicated call pathways and are transferred using a transfer key, typically a three-digit code, referred to as a star number or one-button transfer. However, a regular phone line may be used to

[42] set forth in Rule 60FF-6.005(5)(b)(3)

transfer a 911 call. In such a case, the call taker typically dials a ten-digit telephone number. This method of call transfer is often deployed in PSAPs in which the expected call volume is not large enough to warrant the cost of a dedicated transfer line. The call transfer may be conducted through speed calling using a three digit * number or pre-programmed single buttons/dialing to increase the call transfer speed.

The response time of the call transfer method is greater than the direct dispatch method, because the caller must talk to an additional person. For this reason, call transfers are minimized in the design of the system.

Agencies receiving voice transfers only are referred to as *transfer agencies*.

3.2.2.2.2 Voice and Data Transfers

The ability to transfer both voice and data are components of E911. Agencies receiving transfers of both voice and data are referred to as *secondary PSAPs*[43]. These facilities are configured with ANI and ALI screens like those used by primary PSAPs. A secondary PSAP may often act as a backup PSAP, should a system failure occur at the primary PSAP. Unlike the voice only transfer, a dedicated call pathway is used in this method. The call taker may dial a three-digit * number or a future data or text identifier.

3.2.2.2.3 Voice, Data, & Video

Consideration should be given to present realities and future access capabilities. Telematics providers have the ability to forward large amounts of data and video from their customers. Hearing and speech impaired persons are already making use of data/text and video devices. Networks will need both the flexibility to handle existing phone configurations as well as the bandwidth to handle emerging and future technologies. PSAP-to-PSAP transfers will be an integral part of the next generation of 911 call handling and dispatch.

3.2.2.3 Call Relay

The call relay method, like a call transfer, is used to convey information to a remotely located agency. However, the information, rather than the caller, is transferred to the remote agency.

The information is relayed verbally using the agency's existing seven- or ten-digit emergency number, hot line, or point-to-point radio system, if such capabilities exist. Digital data may also be relayed by using an electronic

[43] set forth in Rule 60FF-6.001(2)(f)(2)

keyboard and/or electronic display. Proper operation of the call relay method requires that explicit call answering protocols be established among participating agencies to ensure that essential information is obtained from the caller.

A call relay method is best suited for circumstances in which a caller is unable to provide detailed information to an agency needing the information. Examples are a dropped call or caller too emotionally distressed to be transferred.

The overall response time for a voice-relay call is longer than other call-handling methods. Use of this method should be minimized to the greatest extent possible.

3.2.2.4 Call Referral

In Florida, as well as nationally, experience has established that not all 911 calls are true emergencies. Many are administrative, or of a non-emergency nature, and can be handled by the call referral method. The 911 call taker gives the contact information or refers the citizen to a directory of services. Call referrals must never be used to handle an emergency call.[44] Although 911 call takers may be asked to handle administrative and non-emergency calls to accommodate fiscal constraints or other factors, this is not a recommended procedure for an E911 system.

3.2.3 Operational Standards for E911 System Types 1 through 7

The 911 call taker shall be dedicated to processing 911 calls.[45] Other duties may be performed, if the Technical Standards in Section 3.2.1.1(E) can be satisfied. (All PSAPs shall be staffed with an adequate number of answering positions to ensure that a minimum of 90 percent of voice calls shall be answered within 10 seconds of call arrival at the PSAP and 20 seconds for TTY calls)[46].

(A) Each 911 primary PSAP shall operate 24 hours a day, seven days a week.[47]

(B) With a transferred call, the caller must never be procedurally required to talk with more than two people: the primary PSAP 911 call taker and the call taker at the remote agency. There shall be no inherent double transfers.[48]

[44] set forth in Rule 60FF-6.005(5)(d)
[45] set forth in Rule 60FF-6.005(3)(a)
[46] set forth in Rule 60FF-6.005(1)(b)
[47] set forth in Rule 60FF-6.005(1)(a)

(1) All 911 calls transferred by a PSAP must be identified at the receiving point as an emergency 911 call.[49]

(2) With a transferred call, the call taker shall inform the caller that the call is about to be transferred.[50]

(C) The only advertised emergency number shall be 911. This shall include emergency numbers on public safety vehicles, stickers, signs, telephone directories, etc. Specifically, the only advertised emergency number for TTYs shall be 911. All other listed or advertised telephone numbers shall be designated as *non-emergency* or *other important numbers*.[51]

(D) If there have been no 911 calls received for an extended time interval, a test 911 call shall be made to ensure that the system is operational. This shall be done at least once every 8 hours, if no calls have been received.[52]

(E) TTY equipment operation shall be tested a minimum of twice weekly during each shift. TTY equipment operation shall be conducted with random TTY test calls with both silent, open-line calls in which no tones are emitted and calls where the caller introduces the call by transmitting TTY tones[53]. There should be an internal testing program at each PSAP to conduct random TTY test calls for each call taking position. The testing program should cover each call taker and each position. A PSAP initiates a TTY test call to verify that the equipment or functionality is operational. If possible, it is recommended that arrangements be made for a local agency, representing the hearing impaired and/or voice impaired community, to initiate such an incoming test call on 911 lines to ensure access for both the voice and hearing impaired. All call takers shall be trained and be proficient in the use of TTY equipment[54]. All tests shall be documented.[55]

3.2.4 Operational Standards for E911 System Types 3, 4, and 5

This section applies to 911 system types 3, 4, and 5.

---

[48] set forth in Rule 60FF-6.005(5)(b)
[49] set forth in Rule 60FF-6.005(5)(b)(1)
[50] set forth in Rule 60FF-6.005(5)(b)(2)
[51] set forth in Rule 60FF-6.004(2)
[52] set forth in Rule 60FF-6.005(5)(a)
[53] set forth in Rule 60FF-6.005(8)(c)
[54] set forth in Rule 60FF-6.005(3)(a)
[55] set forth in Rule 60FF-6.005(8)(c)

(A) Each call taker shall complete a Trouble Report/Inquiry Form for every 911 call that experienced problems (ANI failures, database errors, etc.). These trouble reports shall be routed to the county 911 coordinator.[56]

(B) County 911 coordinators shall ensure that 911 trouble reports are consistently completed and shall submit these reports to the appropriate service provider(s) for resolution. With a Type 5 E911 system, the county 911 coordinator shall perform both functions. The report forms provide data for determining database accuracy as specified in the Technical Standard Section 3.2.1.3(A)(1)[57].

3.3 E911 System Design

This section describes a procedure for performing an initial design of a county E911 system. It is applicable to all E911 systems.

For Basic 911 systems, the entire cycle of a 911 call is taken into consideration when determining the requirements for incoming 911 lines/trunks and outgoing transfer lines, because these lines are tied up for the duration of the call. However, E911 system call switching is often managed at the central office. Once the transfer is completed, the PSAP's incoming 911 trunk is immediately available for the next incoming call.

3.3.1 General Design Approach

E911 system design considerations involve traffic estimates, operational methods, performance requirements, network information, mapping, and addressing. Design outputs include determining system requirements for four categories: telephone or communication lines and equipment (including CPE), safety agency personnel, software, and other equipment, such as voice and data recording equipment and TTY.

Data inputs used to develop a design may be obtained from service provider(s), appropriate public safety agencies, and a county E911 planning committee. Where data inputs are unobtainable, data from related studies and analyses may be used. Service provider's traffic studies of existing ten-digit emergency lines should be used whenever possible.

The E911 system design model makes it possible to calculate the requirements for major elements of the E911 system. The number of call taker positions for an E911 PSAP is a function of Technical Standard Section

[56] set forth in Rule 60FF-6.005(5)(c)
[57] set forth in Rule 60FF-6.005(5)(c)

3.2.1.1(E). (*All PSAPs shall be staffed with an adequate number of answering positions to ensure that a minimum of 90 percent of voice calls shall be answered within 10 seconds of call arrival at the PSAP and 20 seconds for TTY device calls.*)[58]

To meet Technical Standard Section 3.2.1.1(C) (*one busy in 100 attempted calls during the average busy hour*)[59], busy hour call volume and average call length should be calculated, which may differ for each type of service. To determine the number of incoming 911 trunks required, E911 busy hour call volume and call length plus the specified telephone grade of service must be considered. Requirements for outgoing lines (transfer lines, dial-out lines, tie lines) are determined in a similar manner.

The type of telephone terminal equipment required for PSAPs is a function of the system type, number of call taker positions, number of incoming trunks, and number of outgoing lines.

The total number of personnel required to staff the 911 call taker and supervisor positions is a function of the number of answering positions and the expected call volume loading for each shift (which can be determined from actual operation or from historic data).

3.3.2 System Design Criteria

Proper system configuration relies on the system design criteria, as explained in the following:

3.3.2.1 Call taker Positions and Staffing

The number of call taker answering positions required to adequately answer and handle 911 calls has historically been determined by the busy hour call volume and the required grade of service. The grade of service is the probability of a caller having to wait more than a certain length of time before a call taker answers the phone. Technical Standard Section 3.2.1.1(E) specifies that the probability of a caller having to wait more than 10 seconds should occur less than 10 percent of the time[60]. Conversely, 90 percent of all the voice callers should have their calls answered in 10 seconds or less during the average busy hour and 20 seconds for TTY device callers.

[58] set forth in Rule 60FF-6.005(1)(b)
[59] set forth in Rule 60FF-6.005(1)(d)
[60] set forth in Rule 60FF-6.005(1)(b)

3.3.2.2 Telephone Grade of Service

The number of required telephone lines (incoming 911 lines, end office 911 trunks, transfer lines, dial-out lines, and tie-lines) is determined by Technical Standard Section 3.2.1.1(C)[61]. (*For wireline 911 calls, a minimum number of dedicated 911 lines shall be provided from the service provider's central office(s) to the 911 selective router and from that selective router to the 911 PSAP to supply a P.01 grade of service or better. A P.01 grade of service allows one busy in 100 attempted calls during the average busy hour. For wireline 911 calls, there shall be a minimum of two lines from each central office to the router and from the router to the PSAP*.)

Telephone grade of service is the probability of a call being blocked by busy trunks. It is expressed as a decimal and applies to the average busy hour of the day. The required busy-hour grade-of-service or probability of a call being blocked is 0.01 or less (written P01 or B01). This means that no more than one call out of 100 during the average busy hour will receive a busy signal from any point of the circuit to the PSAP.

3.3.2.3 Ring Time

The length of time that a phone rings before it is answered is a design consideration factor for the number of telephone lines and the number of call taker positions needed in a PSAP. The acceptable number of telephone lines and call taker positions for a PSAP are based on an expected ring time of no more than 10 seconds.[62]

3.3.2.4 Call Setup Time

Call setup time occurs while signals are being routed to the PSAP by the communication service provider's call routing equipment. Specifically, call setup time is the elapsed time beginning when the last digit is dialed by the caller and ending when the first ring or lamp activation occurs in the PSAP.

3.3.2.5 Call Volume

Call volume is determined based on the quantity of calls handled by a 911 PSAP during a specified time period. The call volumes can be differentiated based on call type, i.e., wireline, wireless, IP, etc. Call volume can also relate to the population within the area served by the 911 PSAP and the characteristics of the particular area.

[61] set forth in Rule 60FF-6.005(1)(d)
[62] set forth in Rule 60FF-6.005(1)(b)

3.3.2.6 Call Length

Call length varies based on many factors, such as the type of emergency service being requested, service policies and techniques of a particular agency, and individual characteristics of the calling party.

Based on discussions with public safety agency personnel, service provider personnel, and experimentation, an average call length for each of the operational call-handling methods, was established. A summary of call intervals, which are most significant in E911 system design, include the following:

SUMMARY OF CALL PROCESSING TIME		
Call method	Call	Call Taker Handling Time
Direct dispatch	90 sec.	80 sec.
Call transfer	120 sec.	30 sec.
Seven or ten-digit call transfer	130 sec.	40 sec.
Call relay	150 sec.	140 sec.
Call referral	30 sec.	20 sec.

It is paramount to remember that these are conservative design criteria and not standards. In using these criteria, E911 systems designs will likely provide excess capability. After an initial period of use, the quantity of lines and operator positions should be reviewed for possible adjustments based on actual operational data measured by the Management Information System (MIS).

3.3.3 Telephone System Lines and Trunks

3.3.3.1 Primary System Components

(A) **Incoming 911 trunks (or lines) from the telephone central office/tandem to the 911 PSAP** – The incoming 911 trunks can be provided using either tandem or direct trunking, or both. In tandem trunking, 911 calls are routed by the service provider(s) to a tandem office that provides service to a 911 PSAP. The PSAP leases the required number of incoming trunks or lines from the tandem office to handle the estimated busy-hour call volume. In direct trunking, the 911 PSAP leases a sufficient number of incoming

direct trunks or lines from each service provider in the E911 service area to the E911 facility. Some systems may use both methods of trunking in combination.

- End office or Mobile Telephone Switching Office (MTSO) to tandem trunks
- Tandem to PSAP trunks
- Incoming local exchange lines from central office(s)
- IP connectivity to PSAPs or through tandems to PSAPs

(B) **Outgoing lines from the 911 PSAP to remote agencies and other 911 PSAPs ten-digit or device ID contact** – Outgoing private lines are used where required to transfer callers to the appropriate agency or to another 911 PSAP. The estimated volume of calls that the remote agency will receive during the busy hour is taken into account when determining the number of lines required.[63]

(C) **Terminal answering equipment** (i.e., console equipment, key equipment, ANI/ALI display, graphic, and other computer display equipment, etc.)

(D) **Circuits (two-way) between/among 911 PSAPs** – This connection normally exists to bypass the switched network. Circuits may be necessary to connect adjacent 911 PSAPs with each other where a two-way flow of information is required. Their purpose is to provide a capability for transferring callers or relaying information. These circuits can be used also as coordination channels in the event of a common emergency affecting two adjacent E911 system areas. The number of interconnecting circuits required depends upon the call volume as well as other factors.

(E) **Service lines and equipment** – Dial-out lines are necessary to relay the caller's information to the appropriate agency (call relay method) or to transfer the caller to the appropriate agency over the agency's seven- or ten-digit telephone line (dial-out call transfer method).

3.3.4 Detailed System Design

An important function of a 911 call taker is to encourage the public to use the 911 lines only for emergency calls. However, in spite of all educational efforts, a large fraction of the calls will be non-emergency. These non-emergency calls will be referred to a *seven- or ten-digit telephone number*, or switched to secondary operators or a recording. DMS conservatively estimates that 50 percent of all 911 calls are non-emergency calls. In certain

[63] set forth in Rule 60FF-6.005(1)(e)

sparsely populated rural counties, referred calls are not considered, because such counties tend to handle all calls in the same manner, whether emergency or non-emergency.

3.3.4.1 Busy Hour Call taker Positions/Total Staff

The number of busy hour calls directly dispatched at a 911 PSAP is computed as a function of population within the jurisdiction of each public safety agency within the PSAP or based on the county's MIS data. Likewise, the number of calls that are likely to be transferred and relayed is determined.

For a staffing calculation, each type of call is typically multiplied by the call-handling time as shown in Technical Standard Section 3.3.2.6, or based on the county's MIS data, to determine the total. The grand total of all types of calls is summed to determine the total call taker handling time. Incoming trunk or line holding time calculations also follows this basic procedure.

The total call taker handling time is divided by the busy hour call volume to determine the average call-handling time. Historically operator capacity tables or graphs were consulted to determine the number of busy hour positions required for the given number of calls for the calculated average holding time. Tables are provided in the "Operator Staffing Study," on file with DMS, to assist in calculating the total staff required to operate the center 24 hours per day, seven days a week, for the given number of busy hour operator positions. The descriptive procedure is designed to help ensure meeting the requirement that 90 percent of all voice calls are answered within 10 seconds during the average busy hour and 20 seconds for TTY device calls.[64]

While there are no known current standards on staffing formulas, the Association of Public Safety Communications Officials - International (APCO) Project RETAINS (Responsive Efforts To Address Integral Needs in Staffing) provides assistance through an Effective Practices Guide and an online Toolkit. These can be used to estimate staffing needs.

3.3.4.2 Incoming Lines or Trunks

From trunk capacity tables, the required number of lines is determined to ensure a P.01 grade of service (one busy signal out of 100 911 calls during the busy hour). Of course, during the remainder of the day, the quality of service will be increased. The number of lines is rounded to the next higher whole number. The required number of lines or trunks is similarly determined for tandem offices or each direct-trunked central office. For any central

[64] set forth in Rule 60FF-6.005(1)(b)

office, where less than two trunks are indicated, a minimum of two trunks shall be specified.[65]

3.3.4.3 Transfer Lines

Based on the counties MIS data and the requirements for a P.01 grade of service[66], the required number of transfer lines is determined. Continual monitoring of transfer lines during normal busy hours will determine the need for existing or additional lines as well as whether the calls were successfully transferred.

3.4 Other Equipment

3.4.1 Recording Devices

Technical Standards in Section 3.2.1.1(L) requires that all incoming 911 calls be recorded to capture the date, time, and other call data.[67] These audio records provide a history that may be used in the event of any dispute involving 911 call handling. The recordings are subject to Florida Statute §365.171(12), which exempts certain information from the requirement for disclosure contained in the Public Records Act Chapter 119.07(1) and s. 24(a), Art. I of the State Constitution. The exemption is stated as follows:

> *The exemption applies only to the name, address, telephone number, or personal information about, or information which may identify any person requesting emergency services or reporting an emergency, while such information is in the custody of the public agency or public safety agency providing emergency services.*

Investigation and litigation will affect the disclosure requirements and may involve different legal requirements. It is recommended that any recording involved in litigation be reviewed by the appropriate county or jurisdictional attorney to determine the legal disclosure requirements.

3.4.2 Instant Playback Recording

Technical Standards in Section 3.2.1.1(L) requires that each 911 call taker position be equipped with an instant playback capability for each incoming call[68]. This capability automatically records both sides of every emergency call. When the information must be repeated or reconfirmed, it provides the call taker with an immediately

[65] set forth in Rule 60FF-6.005(1)(d)
[66] set forth in Rule 60FF-6.005(1)(d)
[67] set forth in Rule 60FF-6.005(2)(e)
[68] set forth in Rule 60FF-6.005(2)(f)

accessible record of the call without interrupting the master logging recording equipment. This may be accomplished through any means available in the current technological environment.

3.4.3 Teletypewriters (TTYs) Equipment

Each call taker position shall be equipped with TTYs[69], or equivalent equipment functionality, in compliance with directives from the DOJ and the ADA. The DOJ provides information on the ADA on their home page at URL http://www.ada.gov/. They include 911 requirements at URL http://www.ada.gov/911ta.pdf.

3.4.3.1 TTY Call Answering Requirements

A minimum of 90 percent of all incoming TTY calls shall be responded to by TTY within 20 seconds of answering such calls during the average busy hour of each day.[70]

Testing of all TTY's is the responsibility of the county to assure compliance with all Federal and State E911 Plan requirements.[71] Periodic testing performed by the Public Service Commission (PSC) for the DMS will also be used to determine compliance.

TTY equipment supplied to hearing-impaired citizens by the State of Florida may have a *voice annunciator* feature. When such a 911 call is received, the call taker may hear an automatic voice message such as:

"Hearing Impaired Caller, Use TDD."

Upon hearing this message, the 911 line shall be connected to the TTY. When the call taker begins typing, the message will automatically stop.

Many hearing impaired persons have conventional TTY without the voice annunciator feature. When such a call is received, the call taker may hear either nothing or a musical acoustic sound. In either case, the 911 line shall be connected to the TTY to ensure that no TTY calls are missed. Assuming that silence on the line indicates that no one is there may result in a true emergency call being lost. Silent calls are required to be queried with a TTY to assess the basis for the call, in an attempt to identify whether the caller is using TTY equipment.[72]

[69] set forth in Rule 60FF-6.005(2)(d)
[70] set forth in Rule 60FF-6.005(1)(b)
[71] set forth in Rule 60FF-6.005(8)(c)
[72] set forth in Rule 60FF-6.005(3)(d)

3.4.4 Management Information Systems (MIS)

Each county system shall have operational equipment to measure, collect, compile, and evaluate call volumes and answering time statistics. This record data is used to assess and establish the need for additional circuits, equipment, and personnel. Use of MIS, or call accounting software, can provide statistics instrumental in determining optimal wireless/wireline trunk configurations and conformity with a P.01 grade of service standard. Producing statistical reports for call volume and tracking activities lays the foundation for better call management. The statistical information is an effective tool with which to implement or enhance PSAP Quality Assurance programs. MIS data will also be required for use at the State level and as qualifying data required in potential Federal grant applications. [73]

MIS Data suggested for Minimum PSAP Needs

- Call back number
- Date & time of call
- Position which handled call
- Call transfer date and time
- PSAP & position receiving transfer
- Telephone number of alternative agency receiving transfer
- Duration of call
- Type of call (wireline, wireless, VOIP, other) and trunk identifier
- Reports capability to query by any or all of the elements referenced in the suggested Minimum PSAP Needs

MIS Data needed for State Reporting Needs

- Total number of 911 calls by County and PSAP
- Call volume by call type (wireless, Phase I and Phase II; wireline; VoIP; Private Branch Exchange (PBX); non-initialized; abandoned; etc.) by County and PSAP
- Percentage of call volume by call type (wireless, Phase I and Phase II; wireline; VoIP; PBX; non-initialized; abandoned; etc.) by County and PSAP
- Duration of call
- Length of time to answer by County and PSAP

[73] set forth in Rule 60FF-6.005(2)(b)

- Time interval from answer to dispatch transfer by County and PSAP
- Reports capability to query by any or all of the elements referenced in the State Reporting Needs

4.0 SYSTEMS DEVELOPMENT

A county's decision to install, operate, and maintain a new 911 PSAP system signifies that county's determination to provide the resources that will result in a major improvement in the provision of public safety services. The purpose of Sections 4 and 5, respectively, is to discuss methods of development and management that have proven to be effective throughout Florida and the nation. It is intended that these two sections provide a guide for county officials in allocating resources and overseeing their E911 program. It is further intended that these sections provide direction to county 911 coordinators and public safety agencies in carrying out their responsibilities. The reader is reminded that neither section is intended as a design section.

4.1 PSAP Equipment

The county 911 coordinator shall evaluate the equipment at the proposed primary PSAP(s) to determine whether all of the items required in the Technical Standards of Section 3.2.1.1 are in place and operational.[74]

In particular, the following shall be reviewed and additional or replacement equipment ordered as required to meet the requirements of the Technical and Operational Standards[75]:

- CPE including communications or terminal equipment located at a PSAP for 911 call processing, ANI and ALI display and call answering.[76]
- Logging recording
- Instant play back recording capability
- TTYs capability
- MIS
- UPS systems
- Motor generator sets
- Fire protection[77]
- Grounding integrity[78]
- Lightning and A/C power surge protection[79]

[74] set forth in Rule 60FF-6.004(3)(c)
[75] set forth in Rule 60FF-6.005(2)
[76] set forth in Rule 60FF-6.005(2)(a)
[77] set forth in Rule 60FF-6.005(2)(k)
[78] set forth in Rule 60FF-6.005(2)(i)

- 911 consoles or workstation furniture[80]
- 911 logging printer or e-printer needed for records [81](reference Section 5.13)

4.2 PSAP Consolidation

Although PSAP consolidation is currently a local decision made by each county, formation of PSAPs that serve multiple municipal emergency response agencies is encouraged by DMS. PSAP consolidation, where the county chooses to combine and operate one or more Public Safety Agencies in a single E911 facility, reduces costs and increases administrative efficiency. Consolidation should be considered to be appropriate and the most effective and efficient method of managing a county E911 system. E911 system capabilities, which provide the caller's telephone number, location, and jurisdictional response agencies based on location, have reduced the need for local municipal PSAPs. Community and county leaders should work together to consolidate PSAP facility and equipment resources, especially in situations where a PSAP having a high call volume can answer 911 calls for a PSAP with a low call volume.

Technological advances in E911 networks make it possible to share call routing equipment with separately-located PSAP facilities. The county should utilize a shared-equipment configuration as an additional means of consolidating the county's PSAP resources. New network technologies provide call-distribution redundancy in addition to being more cost-effective.

4.3 Security

The county 911 coordinator is responsible for and shall survey the design of all proposed PSAPs to determine that all of the technical requirements of this security section are satisfied[82]. Modifications to doors, windows, locks, telephone conduit, etc., as required, should be completed prior to system activation.

4.3.1 PSAP Security Criteria

All PSAPs, 911 equipment and data shall be secured to prevent access by the unauthorized persons. Each PSAP shall have *sufficient building security* to minimize the possibility of intentional disruption of operations. All E911 processing and control equipment shall be in a locked, environmentally conditioned area accessible only to

---

[79] set forth in Rule 60FF-6.005(2)(j)
[80] set forth in Rule 60FF-6.005(2)(l)
[81] set forth in Rule 60FF-6.005(2)(c)
[82] set forth in Rule 60FF-6.004(3)(d)

authorized personnel. Answering equipment shall be accessible only to PSAP personnel. Display and printing equipment shall be located so that the information is limited to agency authorized personnel.[83]

The following outlines the specified criteria by which *sufficient building security* is determined.

(A) Not be visible from the outside of the building[84]. A reflective material on windows to enable visibility only from inside the building will satisfy this requirement. If windows face a secured outside area, inspect to verify that all access doors or gates to said area are in place and in use.

(B) Be configured to provide a physical barrier from floor to ceiling separating unsecured areas from all 911 personnel required to interact with the public[85]. There shall be no openings in the barrier other than a louvered opening for voice communications. Glass shall be of a heavy-duty, bulletproof type. A pass through drawer shall be used for transfer of documents. An example of this type of installation can be found in the cashier's office of many self-service gas stations.

(C) Not be visible from unsecured areas inside the building, unless it is located in the secured entry point of the jail facility in the sheriff's office.[86]

(D) All doors shall be lock-controlled from the inside and be kept closed. If combination locks (rotary or push button) are used, access to the combinations shall be carefully controlled. Such combinations shall be changed periodically on a schedule to be determined by the PSAP supervisor based on their Standard Operating Procedures (SOPs).[87]

4.4 E911 Emergency Operations Plan

Each county 911 coordinator shall develop an E911 Emergency Operations Plan designed to limit the impact of system failures and expedite the restoration of E911 service. E911 systems shall include provisions for backup to which calls can be routed in the event of failure of a Primary PSAP[88]. The purpose is to incorporate separately, or within another county's emergency operations plan, provisions for backup plans and facilities to restore service in the event of service interruptions, service failure, or disasters. The county should work with the appropriate

[83] set forth in Rule 60FF-6.005(6)(a)
[84] set forth in Rule 60FF-6.005(6)(b)
[85] set forth in Rule 60FF-6.005(6)(c)
[86] set forth in Rule 60FF-6.005(6)(b)
[87] set forth in Rule 60FF-6.005(6)(d)
[88] set forth in Rule 60FF-6.005(4)(a)

county personnel, service providers, and vendors that provide the facilities, network, and equipment for E911. Each county should develop a schedule to test critical components of the 911 system with critical components being tested on a monthly basis, i.e., generators, UPS devices, etc. and other components on a yearly basis. All mutual aid and inter-local agreements needed should also be developed. In Type 3 systems establish an alternate safety agency to which voice only calls can be routed over existing seven- or ten-digit telephone lines. The E911 Emergency Operations Plan should include contingencies for:

- Full or partial loss of communication service to a PSAP operations
- Loss of a PSAP
- Loss of a tandem switch or selective router
- Loss of a central office
- Central office isolation
- End office isolation
- Loss of the DBMS
- Loss of the ALI node
- Loss of the IP network circuit
- Loss of the backup PSAP
- Loss of a county system in its entirety

It is recommended that each county work with another county to provide a repository of backup information and electronic media for protection of their database, mapping, and E911 data.

4.4.1 Backup Systems

PSAP and network equipment is designed to be very reliable. However, there is always a possibility that equipment or network failure could immobilize a particular PSAP. This could be the result of hurricanes, tornadoes, flooding, lighting, power surges, cable cuts, central office or local equipment failure, or any numerous other items.

The county 911 coordinator should assess the potential of each PSAP for such an occurrence and should take action to minimize the impact. The possibilities to be considered include:

- Arranging for backup PSAP operations
- Diverse cable routing

- Building protection
- Spare equipment

4.4.2 Federal Contingency Planning

In creating and establishing emergency plans and protocols for the county PSAPs, the county 911 coordinator should address federal emergency management and public safety recommendations. Plans should be developed to respond to emergency situations that will mitigate the impact of natural disasters and other emergencies.

4.4.2.1 National Incident Management System

When developing and incorporating response plans by multiple agencies, all contingencies related to the interruption and restoration of 911 services should be addressed. Federal Emergency Management Agency (FEMA) is part of the U.S. Department of Homeland Security (DHS), and it deals with natural disasters, acts of terrorism, and other man-made disasters. The National Incident Management Division provides a unified approach to incident management; standard command and management structures; and an emphasis on preparedness, mutual aid, and resource management, so responders from different jurisdictions and disciplines can work together when responding to natural disasters and emergencies, including acts of terrorism. National Incident Management System (NIMS) Compliance and Training information is available at http://www.fema.gov/emergency/nims/index.shtm.

4.4.2.2 Pandemic Influenza

Counties are encouraged to review the recommendations and guiding principles for PSAPs available from U.S. Department of Transportation (DOT), National Highway Traffic Safety Administration (NHTSA): *EMS Pandemic Influenza Guidelines for Statewide Adoption* and *Preparing for Pandemic Influenza: Recommendations for Protocol Development for 911 Personnel and Public Safety Answering Points (PSAPs)*. They are available online at http://www.ems.gov.

4.4.3 Telecommunications Service Priority

All critical communication lines for the county's 911 system should be enrolled in the Telecommunications Service Priority (TSP) Program. This FCC mandate directs the telecommunication service providers to give preferential treatment to users enrolled in the program when there is a disruption of service, regardless of the cause or when a new line is added. The program is managed by the DHS and there is an enrollment and a monthly fee per line. The service website is available at URL http://tsp.ncs.gov/. The expenditure for this service is an

allowable E911 Fee expenditure as listed on the E911 Board Information web page. Select *Opinion on Allowable 911 Fee Expenditures* at the following URL: http://dms.myflorida.com/suncom/public_safety_bureau/florida_e911/e911_board_information.

4.5 Database Development

Database development of existing systems requires a coordinated effort between the county 911 coordinator and the service provider. This coordinated effort allows the county 911 coordinator to become familiar with and develop data to meet the requirements of existing service provider address data in creating current MSAGs[89]. During the MSAG creation process, other sources of address data should be utilized to ensure the most accurate and complete set of address data.

In addition to meeting requirements of the service provider, considerations should be made to synchronize MSAG data with Computer Aided Dispatch (CAD) systems and other governmental address data sets. The ongoing maintenance of the MSAG continues the management of address data between various systems, including, the Property Appraiser's Office, Real Estate, Engineering, Zoning, and Road Maintenance departments, Florida Department of Transportation (FDOT), and United States Postal Service (USPS).

A vital source in maintaining accurate and complete MSAG data is the addressing authorities within each county. One business model used by counties to ensure this vital connection is placement of addressing authority responsibility under the county 911 coordinator's oversight. It is the objective of the county 911 coordinator that a uniform sequential addressing scheme be used throughout all jurisdictions in the county, with a focus on the elimination and prevention of duplicate street names. Re-naming streets and re-numbering addresses are often troublesome for those affected. It is important that the county 911 coordinator or addressing authority make sure that the public is informed about the importance and necessity of any required changes.

The next step in developing the MSAG is for the county 911 coordinator to analyze a county map containing all public safety agencies' jurisdictional boundaries. This map illustrates the overlap of jurisdictional coverage for the various public safety agencies providing law enforcement, fire, and emergency medical services (EMS). Each unique overlap must have a unique identifying number called an *emergency service number*, or ESN. The ESN identifies the following for all telephone main stations in that associated area:

- Primary PSAP

[89] set forth in Rule 60FF-6.001(2)(e)

- Law enforcement agency
- Fire protection agency
- Emergency medical agency

From a study of the jurisdictional response map, the county 911 coordinator can evaluate the number of unique overlaps requiring individual ESNs. A request is then made to the 911 service provider for a block of ESNs with some provision for future changes and growth. Upon receipt of the number block, the county 911 coordinator assigns an ESN for each unique agency response overlap.

With the advent of wireless and VoIP, special ESNs for each of these technologies may have been established based solely on routing calls to an appropriate primary PSAP, thereby disregarding the level of detail needed to differentiate law enforcement, fire, and emergency medical service response jurisdictions. Further information regarding the development of data for these technologies can be found in respective sections of the State E911 Plan.

The next step in database development requires very close coordination between the county 911 coordinator and service provider(s) in establishing address ranges with associated ESNs. The result of this effort, the MSAG, is the template against which all existing and future subscriber listings are measured for accuracy. The information contained in an MSAG entry includes the following:

- Street name
- Low number
  - This indicates the lowest numbered address on the street.
- High number
  - This indicates the highest numbered address on the street.
- House number parity
  - Odd street address numbers only – "O"

    An "O" indicates that only the odd numbered side of the street is included. This occurs whenever a jurisdictional boundary is down the middle of a street.
  - Even street address numbers only – "E"

    An "E" indicates that only the even numbered side of the street is included. This occurs whenever a jurisdictional boundary is down the middle of a street.
  - Both even and odd street address numbers – "B" or a blank entry

    A "B" or blank entry indicates that both sides of the street are included.

- Community name
- ESN

Once the MSAG has been established, all existing or future subscribers have their ESNs assigned automatically by electronically checking subscribers' addresses against this template. In addition, errors in a subscribers' address can be detected when it does not match the MSAG. Such errors include the following:

- Invalid or misspelled street names
- Invalid addresses not within the stated high and low limits
- Invalid community for the particular address listed
- Invalid ESN assignments

Refinement of the MSAG is often a lengthy process requiring extensive interaction between the county 911 coordinator and the 911 service provider.

When both parties agree that the MSAG is satisfactory, the next step in the process begins. The local exchange carrier assigns ESNs to each subscriber and measures each subscriber's address against the MSAG. The result of this process is the creation of the ALI database and an error file listing all the subscriber addresses that do not conform to the MSAG.

An interactive process exists between the parties to reduce this error file to an acceptable level prior to cut over of the system. In general, cut over is not initiated until the error level is five percent or less. This is defined as follows:

$$\text{Error Level} = \frac{\text{NO. OF MAIN STATIONS IN ERROR FILE} \times 100 \text{ percent}}{\text{TOTAL NO. OF MAIN STATIONS}}$$

The next step in the process is call-through testing of the system. This may be completed concurrently with the error file correction phase to accelerate the schedule to the greatest extent possible. Call-through testing requires that the E911 network and equipment be in place and ready for operation.

For test purposes, the service provider is permitted to assign a temporary number other than 911 to avoid problems with citizens who might need to call 911 before the database is ready for operation. Call-through testing involves the service provider and county personnel making test calls throughout the county to verify that each call

is properly routed and ANI and ALI are correctly displayed at the PSAP. In general, test calls are made from all of the following areas:

- Each ESN area
- Each community
- Each public safety agency jurisdiction
- Each central office area
- Business phones
- Coin phones; public and private
- Phones located on ESN boundaries
- Phones located at critical agencies; i.e., hospitals, nursing homes, schools, etc.
- Overlap areas from central offices in adjacent counties

In addition, the capabilities of each PSAP tested include the following features:

- ALI displays
- Speed call lists
- Alternate routing
- Default routing
- Transfer capability
- Overload conditions

When the error level is sufficiently low and call-through testing is completed, the E911 system should be declared operational and then the public should be notified.

At this point, the county 911 coordinator becomes responsible for the ongoing maintenance of the database to ensure a high degree of accuracy. This involves continuous analysis of error reports generated by the service provider as subscribers come and go or make changes in their service. County growth and jurisdictional changes require periodic revisions to the MSAG, and new ESN assignments may result in the introduction of errors. In addition, the 911 PSAP call takers should generate error reports based on inaccuracies noted on their ANI/ALI display screens. These errors must be resolved by the county 911 coordinator in conjunction with service providers. [90]

[90] set forth in Rule 60FF-6.004(3)(c)

4.6 Mapping Support Systems

Wireless mapping brings together four operating configurations for identifying PSAP-based mapping equipment setups. Displaying a map of the potential area covered by a particular cell sector may help a call taker to identify the correct location of a caller.

4.6.1 Wireless Mapping Configurations

4.6.1.1 Type AA: CAD-Based Address Table

The Type AA configuration uses a basic CAD geo-database table, which lists the street address and range in conjunction with a paper map book. This configuration in CAD is almost identical to an MSAG. There is no computerized geographic map available for the call taker/dispatcher to reference. No link is established between ANI and ALI or a map system, and Phase I or II wireless is indicated only on the ALI display screen. Geographic reference is normally provided by looking at a paper map book of the PSAP area. Some PSAPs refer to this table as a *CAD map*.

4.6.1.2 Type AB: Stand-alone Geo-Mapping System

The Type AB configuration uses one of the many map-based solution software programs currently on the market. This configuration is simply a map of the PSAP area or county showing only roads and streets, similar to that found in an automobile's Global Positioning Satellite (GPS) graphics location display. Residential and commercial structures may appear on the map overlay, but their locations and accuracy are not to scale, nor is there validity to the information. No link is established between ANI, ALI, and the stand-alone map system, and Phase I or II wireless is indicated only on the ALI display screen. Wireless towers may be indicated on the map display, but no active linkage between cell sector coverage and wireless call reception exists.

4.6.1.3 Type AC: CPE Baseline Mapping System

The Type AC configuration is a mapping database that has been developed to cover the boundary areas of the county. It contains a Geographic Information System (GIS) accuracy level for roadways and county areas of between one-to-five miles. This may be the best mapping solution for counties that have no active GIS department or survey validation program exists within the county. The MSAG for map-based system support is a range-based database. The server system that supports the fully integrated mapping database may not be directly attached to the CPE, so that a trigger generates an ANI/ALI dip into the mapping database. Manual entry of the

street name or location may be required when using the mapping computer program, and a road name list may reside in CAD. If directly connected, the dip action causes the mapping display to automatically locate the geographic area on the map that corresponds to the caller's ANI/ALI point. Caller location is then displayed on the mapping screen at the call taker's console. This type of CPE baseline mapping system is normally run in parallel with the LEC ALI database system.

In the case of wireless calls, the cell tower is displayed with the radius cone (shape file) of the tower being highlighted. Phase I is presented by the coverage of the sector and in Phase II, depending on the integration level of the mapping system, the cell call will show a calculated or GPS-generated calling point coordinate.

4.6.1.4 Type AD: Fully-Integrated GIS

The Type AD configuration is a fully-integrated mapping database that is actively updated for all new permitted sites countywide. Counties with this system normally have a GIS department as well as a centralized addressing authority to develop and maintain the system.

This system may have a spatial county reference and is normally maintained with a GIS accuracy level of ten (10) meters or less. The MSAG for map-based system support may be either a range-based tabular database or an actual address point geographic data file with only exact validated address points. The server system that supports the fully-integrated mapping base is directly attached to the CPE. A trigger (dip) is generated to provide the mapping base with location data supplied from ANI/ALI dips. This dip action allows the mapping system to automatically locate the corresponding X, Y coordinates in the map base for the ALI point, then display that point at the call taker's console.

This type of fully-integrated system will work with a locally maintained ALI database (Wireline Type 5) or through the LEC tandem database system. In the case of wireless, the cell tower is displayed with the sector radius cone of that tower being highlighted.

4.7 MSAG Considerations

The current MSAG is a data table of known street names, supporting ranges, ESNs, community/city identifiers, and exchanges. Total addresses on any given street are limited to the numbers contained in the range between the highest and lowest numbers. Scale grids are commonly used to establish the number of applicable addresses per street. Spatial GIS mapping configurations, which are being driven by Phase II wireless considerations, may alter this data management strategy.

As some county governments advance to spatially-orientated GIS mapping bases, the migration from a data table MSAG format to a map-based GEO MSAG format eventually could be instituted as an E911 standard. Active GIS mapping provides the ability to change the high/low ranges on a street to a group of specific addresses that are spatially located by GIS. Then, the only addresses that the PSAP will recognize are those exact GIS address points recorded by the fully integrated mapping (Type AD) system. The magnitude of converting from a tabular to a map-based MSAG will be significant for some counties. However, it is anticipated that a spatially-oriented electronic MSAG will become the future normal archive for mapping caller location.

4.8 Pay Phones

Steps should be taken to ensure that all private pay phone providers are informed of 911 requirements. The county 911 coordinator should be alert to the possibility that smart pay telephones may route 911 calls to inappropriate ten-digit telephone numbers. Private pay phone instructional placards may not comply with 911 requirements. Such problems require immediate corrective action by the county 911 coordinator. Pay phone providers not complying with E911 requirements should be reported in writing to the PSC.

4.9 PABX Systems

Private Automatic Branch Exchange (PABX) systems are private multiline CPE connected to the PSTN. PABX Service frequently involves:

- Telephone service to PABX stations that number from 25 to thousands
- Multi-story buildings
- Multiple buildings on an educational campus, or business, industrial or governmental complex
- Services to off-premised extension (OPX) stations at distant locations
- Interconnection of multiple locations via traditional or IP Local Area Network (LAN)/Wide Area Network (WAN) *behind the PABX*

The standard provision on E911 Service to PABX systems includes only the ANI and ALI associated with the main address location and listed telephone number of the PABX equipment and does not include PABX station level ANI and ALI information delivered to the PSAP.

The provision of Station ANI and ALI to the PSAP is generally referred to as Private Switch 911 (PS/911) which is comprised of a package of PABX system, trunking network, 911 switching and database elements capable of providing the specific station level detail required for the service. The NENA website at URL http://www.nena.org/ has considerable documentation on PS/911.

Station level PS/911 is not a requirement under Florida Statutes. Florida Statutes §365.175, attached in Appendix A, does require that all PBX systems installed in Florida after January 1, 2004 must be capable of providing ALI to the station level (and inherently station level ANI).

The standard provision of 911 service for PABXs is problematic in that there is no direct call back capability to the station dialing 911 and the identified number and location information is often too general and possibly misleading for the 911 call taker. The nature of PABX service is that the caller could very well be located in a separate building/address in a campus environment or located at an off premises site at great distance, and possibly in another jurisdiction, from the main address displayed to the call taker.

Service provider and PABX CPE vendor solutions are available to provide station level ANI and ALI for PS/911 Service. PS/911 Service components include:

(A) PABX CPE – Systems must be capable of station level dialing and augmented with a *911 module* to develop and transmit a station level records database to the 911 service provider.

(B) Direct Inward Dialing (DID) Station Numbers – PABX system must have “real” dial able station numbers i.e., no pseudo numbers, with call back capability (from the 911 call taker). The PABX must be configured to send station ANI (versus main billing number ANI) to the 911 network. Stations may be consolidated in groups for an Emergency Response Location (ERL) and be served by a single number for that location known as an Emergency Location Identification Number (ELIN)

(C) 911 Trunking to the Local Service Provider Central Office or 911 Selective Router – Local trunking provides access from the PABX to the PSTN and the county 911 network. It is recommended that a minimum of two trunks be dedicated for 911 calling from the PABX to the local service provider central office or 911 selective router. If feasible, the trunks should be diversely routed. Trunking may be Primary Rate Interface (PRI) or Centralized Automated Message Accounting (CAMA) technology, with PRI being the recommended approach. Some 911 service providers may not support CAMA trunking in the 911 network.

(D) Station ALI Records Database Development – PABX station records are typically developed by the PABX owner/system, or a third party provider, and need to be in the NENA standard format for delivery and ALI display at the PSAP. Addressing needs to meet county/city addressing ordinances and be *MSAG valid*. Any abbreviations or location schema should be readily understood by the 911 call taker. The 911 service provider or county may also require that the PABX ALI records contain the NENA company ID (see NENA website). It is recommended that the county 911 coordinator or database specialist be closely involved with the PABX owner or agent in the development of the PABX ALI database.

(E) Station Level Database Loading and Maintenance – PABX owner or agent subscribe to required services from the 911 service provider to enable the initial and ongoing loading of the PABX station record data and updates into the county 911 ALI database. The PABX owner replaces the 911 service provider as the database manager and becomes the responsible party for initial and ongoing development, accuracy and loading of the PABX 911 database.

(F) Call-Through Testing – The final step in the implementation of PS/911 is the placing of end-to-end test calls from the PABX stations to the county PSAPs. These calls should display station level ANI and ALI and have call back capability from the PSAP to the station. The testing should involve all parties in the provision of the PS/911 Service.

Multiple parties are inherently involved in the provision of PS/911 for a PABX system. They include the PABX owner, PABX CPE vendor, third party PS/911 or database provider (if applicable), the local exchange service provider (either Incumbent Local Exchange Carrier (ILEC) or Competitive Local Exchange Carrier (CLEC)), the 911 local service provider, County 911 office and the PSAP. The development and successful implementation of PS/911 Service requires extraordinary cooperation and coordination of all the parties.

4.10 VoIP PBX Systems

VoIP private branch exchange (PBX) equipment poses similar issues as the special problems experienced by a standard PABX for an E911 system. Also referred to as *Internet Protocol telephony*, it is a computer-based telephone call distribution system utilizing the Internet network. Government facilities, commercial enterprises, and major resorts are all beginning to migrate to less expensive VoIP systems. The PSAP should ensure that they know of these operating systems within their jurisdictional boundary areas and whether they are residing behind some other type of telephone program service. Secondly, the VoIP system needs to have a local 911 identity, so the PSAP knows the physical location of each caller. VoIP systems operating in the PSAP boundary, but serviced

in another jurisdiction, need to be reviewed under county development procedures. It is recommended that, prior to any county authorization for installation or a Certificate of Occupancy is issued, the county 911 coordinator review VoIP system installations. Failure to identify this telephony setup may allow the IP system to bypass the jurisdiction and access the wrong PSAP, when a 911 call is initiated.

4.11 Alarms/Auto Dialers

Many companies and citizens may wish to program automatic dialers and alarms to dial 911. Under no circumstances shall any alarm circuit be routed to a 911 system, and no auto dialer shall be used, unless two-way voice communication is possible. Automatic dialers must provide two-way voice communications and be capable of forced disconnection by the PSAP[91]. There shall be no burglar alarms or elevator telephones terminated in any 911 system.[92]

The use of a "direct connect" or "dead ended" phone as an automatic dialer is discouraged. If utilized, it must have an associated emergency response address and call back number. In addition, all phones programmed as automatic dialers should be protected from nuisance use, labeled as a 911 emergency phone, and have emergency instructions and accidental use notification. It is recommended that the owner of the phone have a security camera on the phone area to capture false call evidence for prosecution purposes under the existing legislation for false or misuse calling per Florida Statute §365.172(13).

5.0 PERSONNEL, TRAINING, OPERATIONS, & SYSTEM MANAGEMENT

The management of a countywide 911 emergency telephone system is an important function, and the county 911 coordinator plays a vital role in assuring that all facets of the E911 system work effectively together.

5.1 County 911 Coordinator Position

This section discusses issues that are inherent in the county 911 coordinator position. It is strongly recommended that county officials consider this section carefully in selecting an individual for this important and vital public safety position.

The responsibilities of the county 911 coordinator compel the development of professional working relationships at several levels of state, county, and local government. These relationships may include legislative, financial,

[91] set forth in Rule 60FF-6.005(7)(a)
[92] set forth in Rule 60FF-6.005(7)(b)

administrative, emergency services, addressing authority, and public education personnel as well as other areas.

It is extremely important that the county 911 coordinator develop a strong working relationship with managers, supervisors, and call takers of the county's 911 PSAPs. An understanding of the procedural and other requirements governing each PSAP operation will assist the county 911 coordinator in working closely with PSAP personnel.

It is also helpful for the county 911 coordinator to develop positive contacts with adjacent counties and related agencies or ancillary facilities as the need arises. These might include emergency management, radio services, and poison control officials, the Florida Highway Patrol (FHP), local information and referral services, local and state councils for disabled persons, centers for independent living, or other ADA advocacy agencies.

Attendance at state, regional, and national meetings is essential in maintaining and monitoring the integrity of the overall E911 system. This benefits the county 911 coordinator in keeping abreast of industry technological changes and building a stronger working relationship with neighboring counties. Continuing education credits or other training certifications may be offered for certain sessions of state, regional, or national meetings. County 911 coordinators are encouraged to expand their professional knowledge and continue their professional education by enrolling in classes sponsored by the E911 Board.

The mission critical functions of the E911 system cannot be treated casually. County 911 coordinators of E911 systems are encouraged to expand their professional knowledge and continue their professional education through all appropriate channels. Ongoing training is an essential component of this position incumbent's professional development. Active participation in professional organizations, such as the NENA and APCO, will contribute to successful management of the county E911 system. Both of these organizations provide an opportunity to learn about emerging technologies and benefit from discussions of problem resolutions with others. Therefore, travel to and from, and accommodations at, events targeting county 911 coordinators should be regarded as a critical line item in a county's E911 budget.

Attendance at E911 Board meetings is recommended, especially when held in, or in close proximity to, the county 911 coordinator's home county. Participation helps keep the county 911 coordinator informed of technical and financial issues that may directly affect the county's E911 funding and E911 system development. E911 Board meeting attendance serves to help build a strong working relationship with the E911 Board, DMS staff, and county 911 coordinators in neighboring counties.

5.2 Equipment Maintenance and Testing

The PSAP E911 systems shall be maintained in operable working condition. Testing shall be conducted periodically on critical functions of all call taking equipment including TTY equipment operation.[93] Routine and emergency maintenance shall be provided for all E911 systems. Where maintenance is provided by a vendor, a written contract containing a guarantee of performance is required. The written contract should describe elements of the routine maintenance plan for which the vendor will be responsible. Where maintenance is provided by county personnel, they shall be trained and qualified in trouble analysis and repair of E911 systems. It is desirable that equipment maintenance vendors provide a maximum two-hour response time for repairs.[94] Service provider maintenance and repair telephone numbers shall be displayed and readily available for reporting failures.[95] When the computer system is used to store and display the maintenance contact information a written backup should be available for the call takers in the PSAP. County maintenance and repair telephone numbers shall be displayed and readily available for reporting failures.[96]

Equipment maintenance and repair requires the attention of the county 911 coordinator.[97] This may involve working directly with the service provider(s) to resolve problems involving: cut lines, noisy circuits, equipment repair, and other problems. This also involves working with CPE vendors, service providers and suppliers of logging recording equipment, instant playback recording equipment, telecommunications device for the deaf (TDDs), and other software and hardware used in the county's 911 system.

The county 911 coordinator should maintain a list of contact information on the equipment and service providers. This list should include all vendor and circuit repair and maintenance personnel contacts, normal and after hours telephone numbers and an escalation list of contacts.

5.3 Personnel Requirements

Personnel requirements are defined as the required work force level to staff an E911 PSAP, 24 hours a day, seven days a week, 52 weeks a year. Where necessary, staffing should include supervisory personnel.

[93] set forth in Rule 60FF-6.005(8)(a)
[94] set forth in Rule 60FF-6.005(8)(b)
[95] set forth in Rule 60FF-6.005(8)(d)
[96] set forth in Rule 60FF-6.005(8)(d)
[97] set forth in Rule 60FF-6.004(3)(c)

5.3.1 Staffing

The State E911 Plan requires that staffing levels at each PSAP be sufficient to satisfy the requirements that 90 percent of all voice calls received, during the average busy hour, be answered within 10 seconds of arrival at the PSAP and that 90 percent of all TTY calls be answered within 20 seconds of arrival at the PSAP.[98] This is not a particularly stringent requirement for a public safety agency operating with the understanding that speedy response can save lives. When adequately staffed, most agencies will meet these requirements in the course of handling their existing call volume.

The county 911 coordinator must anticipate/consider increases in emergency call volume. A determination must be made as to whether the existing staff can handle an increased work load and still meet Technical Standard Section 3.2.1.1(E). If not, additional call taker positions and staff must be added. In this regard, it should be noted that, with deployment of fully enhanced 911 systems, a primary PSAP might receive fewer calls from outside its jurisdiction due to improved call routing capabilities. This improvement may partially offset a workload increase due to county growth. It is the responsibility of the county 911 coordinator to evaluate the situation and take appropriate action as necessary to meet Technical Standard Section 3.2.1.1(E)[99].

5.4 Finance

An E911 system requires the establishment of a county 911 coordinator position/office within the county, which may be funded with E911 fees[100]. Responsibility for an E911 system is a full-time job. Therefore, many county 911 coordinators have administrative assistants to help them achieve their goals. Other support personnel may be needed, especially in large counties. Office, travel, and other associated expenses add to the total cost of managing an E911 system. Therefore, the expense of the county 911 coordinator's office should be included in the county's E911 system budget.

Another cost factor will depend on the status of mapping, addressing, and GIS in the county. Every call origination device should have a corresponding unique location that can be identified and located in an organized fashion. The county 911 coordinator should evaluate the existing level of mapping, addressing, and GIS. The budget committee should prepare an estimate of the dollar amount required to improve these elements to a satisfactory level and maintain that level after the improved system is operational. This cost factor should be included in the budget figures presented for approval to the Board of County Commissioners or representative

[98] set forth in Rule 60FF-6.005(1)(b)
[99] set forth in Rule 60FF-6.005(1)(c)
[100] set forth in Rule 60FF-6.004(3)(a)

council.

It is the responsibility of the county 911 coordinator to assemble all cost data and determine the amount of necessary funding. Annual E911 financial information updates will be required of the Board of County Commissioners by the E911 Board and DMS.[101] Fees collected and interest earned in this fund shall be appropriated by the county commissioners for E911 purposes and incorporated into the county's E911 budget per Florida Statute §365.173(2)(c). The Board of County Commissioners is the responsible fiscal agents. The funds collected and interest earned are appropriated for E911 purposes by the county commissioners for the County 911 system and operations.[102] However, allowable expenditure of these funds by the counties is governed by Florida legislation (Florida Statute §365.172(9)). For audit purposes, it is advised that equipment purchased using E911 funds be monitored carefully and used specifically in the performance of the E911 functions.

The county 911 coordinator should periodically project future revenues and expenses to ensure that sufficient funds will be available to maintain and improve the E911 system, as necessary, i.e., prevent system obsolescence and incorporate technology changes needed to fully participate in a statewide 911 network. Revenues should be projected at least one year into the future, based on historical data and foreseeable events, for example, changing legislation or fee adjustments. Revenue projections should include anticipated fee collections, grant funds received, and carry forward or capital improvement program (CIP) funds collected during previous years.

Statutory limitations on the amount of funding, which may be derived from E911 fees, may mean that revenues collected will be insufficient to fund all equipment and services required by the county E911 system. Therefore, general revenue funding may be required to offset potential revenue shortfalls. It will be the county 911 coordinator's responsibility to advise the county commissioners, so that appropriate fiscal measures can be adopted by the Board of County Commissioners to fully fund the county's E911 system.[103]

Recurring expenses for any items approved by legislation (Florida Statute §365.172) should be projected at least one year into the future. Operation and maintenance costs may be projected based on vendor billing histories or quotes/estimates from vendors. Escalation of these costs should be anticipated for future years, unless capped by multi-year agreements or contracts. A capital improvement outlay plan, including scheduled equipment replacement and estimated associated costs, should be based on vendor quotes, so county administration can predict future expenses. It is recommended that each county develop a Five-Year Plan to account for all

[101] set forth in Rule 60FF-6.004(3)(b)
[102] set forth in Rule 60FF-6.004(1)
[103] set forth in Rule 60FF-6.004(3)(b)

anticipated operational costs as well as improvements to infrastructure for the county's E911 system.

5.4.1 County E911 Five-Year Plan

In addition to annual budget and spending plans, the county 911 coordinator should prepare and update a Five-Year Plan for future equipment, operations, personnel, and other revenue requirements of the county's E911 system. The Five-Year Plan should include the following information:

- A general overview of E911 systems should address systems and equipment requirements, such as hardware, software, circuits, maintenance, and training. Information should include the system's currently installed status, personnel involved in the E911 system, a description of each PSAP's current deployments, and how E911 system requirements are being accomplished and tested.

- A specific overview should address capital improvements, planned maintenance, upgrades, and replacement activities of E911 system deployments. Include a description of how and why these changes are required, e.g., life expectancy, new technology, multi-jurisdictional needs, and potential cost escalations or decreases.

- A schedule for implementation should include anticipated dates for delivery, planning, any necessary training, project completion, and testing.

- The procurement process that the county 911 coordinator plans to use to obtain equipment and/or services should be addressed and completion timelines anticipated.

- An outline should be prepared listing resources (including costs) needed to accomplish specific activities; i.e., equipment, personnel time, additional personnel, and/or consultants. When justification is required for additional personnel, utilizing a task schedule and associated task hours is typically required.

The Five-Year Plan should be designed to provide the Board of County Commissioners and county management and PSAP managers with the anticipated resources and funding to maintain a fully-enhanced 911 system.

An example of a Five-Year Plan (courtesy of Lake County) is shown in Appendix C.

5.4.2 County Annual Financial Reports (CAFR)

Florida Statute §365.173(2)(c) requires that each county have a financial audit performed annually, the resulting report, known as the County Annual Financial Reports (CAFR), includes a report on the county's E911 fund. It is recommended that the county 911 coordinator review the audit and those findings that reference E911 revenue and expenditures.

5.4.3 Line Item Budget

A line item budget breaks expenses into categories, such as personnel, equipment, capital, etc. These categories are further broken into line items, such as salary, Federal Insurance Contributions Act (F.I.C.A.), overtime, etc. Revenues may be broken down into line items based on their source, such as carry forward funds, wireless fees, grants, etc. This breakdown allows analyses of each line item and projection of both revenues and expenses.

5.4.4 Approve Vendors

County 911 coordinators should work closely with the purchasing department to adhere to their county purchasing requirements. These are typically based on statute requirements designed to provide all qualified vendors equal opportunity to provide goods and services to agencies. Vendors, and their goods and services, may be chosen through a variety of purchasing arrangements, including a Request for Quote (RFQ), which specifies the requirements of the agency. The local government may use prices contracted by the State of Florida for goods and services. Some local governments may also utilize contracts negotiated by other local governments to obtain goods and services from vendors.

5.4.5 Capital Outlay

Capital outlay typically involves tangible hardware items costing at least $1,000. An example would be the purchase of a computer, workstation, or other equipment, as long as it costs at least $1,000. A tangible item costing less than $1,000 would be considered an operating expense, such as a printer for $500, a piece of furniture for $400, a handset for $50. If the items are included as part of a renovation project, such as adding an entire call taker position, including the workstation, furniture, computer, chair, and handset, the project would typically be considered a capital outlay project.

5.4.6 E911 Fund Management & Carry Forward Funding

The county 911 coordinator should proactively monitor and manage revenues and expenditures. The appropriate

E911 revenue source should be utilized to assure that the E911 calendar year revenues do not exceed expenditures by more that 30 percent of the total funds disbursed to the county by the E911 Board in accordance with Florida Statute §365.173(2)(c), attached in Appendix A. A county that receives funds greater than the permissible E911 costs described in Florida Statute §365.172(9), including the 30 percent carry forward allowance, must return the excess funds to the E911 Board to be allocated under Florida Statute §365.172(6)(a). The county 911 coordinator should monitor and account for previous year carry forward funds and ensure any funds provided by the county's general revenue are applied correctly. Carry forward funds should be saved, whenever possible, for future capital outlay, capital improvements, or equipment replacement.

The 30 percent limitation does not apply to funds disbursed to a county under the E911 Board grant program, in Florida Statute §365.172(6)(a)3. Grant funds are subject to the conditions imposed by the E911 Board through the provisions of the grant. Information on the E911 Board Grant Program requirements is available at URL http://dms.myflorida.com/suncom/public_safety_bureau/florida_e911/e911_grant_information.

5.5 Training

Training for PSAP personnel is an essential component of ongoing E911 system operations. All call takers shall be proficient in the use of PSAP equipment and basic 911 call handling, operations and techniques. [104] Effective October 1, 2012, any person employed as a 911 call taker is included in the definition of a 911 public safety telecommunicator at the PSAPs, as defined in Florida Statute §365.172(3)(a), and they must be certified by the Florida Department of Health (DOH) under Florida Statute §401.465.

The Florida Department of Education (DOE) is the agency that develops the Public Safety Telecommunicator training framework, it is posted online at Public Safety Telecommunication Curriculum Framework, (9101000/P090101).

Counties shall include specified training standards in their standard operating procedures. These SOPs shall include classroom and/or on-the-job instruction and training course content required for 911 public safety telecommunicators.[105]

E911 training is an allowable expense for the following positions, depending on the county's E911 system in accordance with Florida Statute §365.172(9):

[104] set forth in Rule 60FF-6.005(3)(a)
[105] set forth in Rule 60FF-6.005(9)(a)

- 911 Public Safety Telecommunicator – DOH certification and recertification requirements
- PSAP supervisors and command officers – DOH certification and recertification requirements
- 911 Database or 911 mapping analyst
- 911 Network and technical support services
- County 911 coordinators

5.5.1 911 Public Safety Telecommunicator Training and Certification Requirements

The 2010 legislative changes in the statutes expanded the allowable expenditure list to include public safety telecommunicator DOH certification, recertification and training costs. The DOH is the certifying agency for the 911 public safety telecommunicators and the public safety telecommunication training programs that will be offering training. Information on the initial certification process, recertification process and public safety telecommunication course equivalency is available at the DOH website at URL http://www.doh.state.fl.us/DEMO/EMS/dispatchers.html

The 911 Public Safety Telecommunication training program is required to consist of not less than 232 hours. Recertification includes a requirement of 20 hours of renewal education.

5.5.2 Quality Assurance Program

The county 911 coordinator and PSAP manager should develop an E911 call taking Quality Assurance Program to improve the call taker's performance and call answering processes that are based on their agency's SOPs and the NENA and the APCO call taking standards. Random samples of each call taker 911 calls should be reviewed on a monthly basis to assure all calls meet the agency requirements. All special incidents involving life-threatening calls, catastrophic loss or major incidents should be included in the review process.

The quality assurance review process should concentrate on the evaluation of the individual call taking performance; however, the entire emergency communications process should also be evaluated for improvements. All call taking personnel should be evaluated and provided with timely feedback according to consistent agency standards. The reviews should identify personnel that require remedial or supplemental training and any SOP which requires process modifications.

5.6 Database Management

Management and maintenance of the 911 database is a primary responsibility of the county 911 coordinator.[106] A very important component of this task is the information provided by call takers and supervisors at each PSAP. Call takers shall provide information about erroneous location information provided on the ALI screen and any corrections provided by the caller.[107]

Call takers may also provide information about other equipment malfunctions or system anomalies. Call takers should be encouraged to provide leads on success stories or incidents in which the E911 system truly saved lives. It is very important that the county 911 coordinator maintain good communications and close contact with the personnel at each PSAP.

It is the responsibility of the county 911 coordinator to establish a standard trouble reporting form for use by PSAP call takers and supervisors.[108] Entries on the form will result from problems noted on ANI/ALI displays such as the following:

- Calls from outside the PSAP jurisdiction
- ALI displays showing "No Record Found"
- Displays showing incorrect information
- Information regarding "Abandoned Calls"
- Incorrect GIS map data

An example of an E911 reporting form (courtesy of Duval County) is shown in Appendix D.

For the convenience of PSAP personnel, the same form may serve several functions, such as, to report calls that require the use of a translator or sign language interpreter or calls involving TTYs, etc.

A record should be maintained of the number of trouble reports from the various PSAPs. If a particular PSAP has few trouble reports compared to the other PSAPs, the county 911 coordinator should follow up to determine the reason.

[106] set forth in Rule 60FF-6.004(3)(c)
[107] set forth in Rule 60FF-6.005(5)(c)
[108] set forth in Rule 60FF-6.005(5)(c)

The troubles documented on the reports will typically be caused by defects in one or more of the following:

- The database
- The MSAG
- PSAP equipment
- Central office equipment
- Telephone lines
- Selective routing
- Other required equipment
- Alternate local exchange carriers (ALECs)
- Wireless service providers (WSPs)
- PSAP premise equipment
- Human error

Many patterns or trends may be detected through careful scrutiny of the E911 reporting forms. Many county 911 coordinators find these forms invaluable for system troubleshooting, detecting minor system problems, and resolving other system anomalies. Prudent use of reporting forms offers the PSAP ongoing contact with the county 911 coordinator.

It is the ongoing responsibility of the county 911 coordinator to determine the cause of a problem, in conjunction with the service provider, and take corrective action. The county 911 coordinator should strive to maintain accuracy greater than 95 percent in accordance with the recommendation in Technical Standard Section 3.2.1.3.

5.7 PSAP Standard Operating Procedures (SOPs)

The county 911 coordinator shall work closely with PSAP managers, supervisors, public safety providers, and call takers to develop appropriate standard operation procedures (SOPs) for call handling. Each PSAP shall review these call handling procedures regularly with the county 911 coordinator[109]. These documents should include any inter-local agreement(s). All call takers shall have access to these SOPs.[110] Any E911 SOP should not arbitrarily interfere with the smooth operation of the PSAP. SOPs should address the following issues:

[109] set forth in Rule 60FF-6.005(1)(g)
[110] set forth in Rule 60FF-6.005(3)(e)

- Answering procedures
- Automatic alarms
- Calls with no voice response
- Call referrals
- Alternate routing
- Default routing
- Call transfers
- Non-emergency calls
- Trouble reporting
- Equipment and staffing
- Time verification
- Test calls
- Equipment operation
- Fire protection
- Security
- Misdirected calls
- Cellular telephones
- Database jurisdictional agreements
- Poison emergencies
- Telephone usage
- Confidentiality
- Animal incidents
- Power line incidents
- Telephone typewriter or TTY calls and other specialized equipment and procedures
- Telecommunications relay services (TRS) and video relay services (VRS)
- PSAP evacuation
- Special needs callers (ADA awareness)
- Non-English speaking callers – telephone translator services
- Service animals and related issues
- Emergency medical (EMD) and emergency fire dispatch (EFD)

5.8 ADA Compliance and Training

The county 911 coordinator shall work closely with PSAP managers, supervisors, and call takers to develop appropriate SOPs and training for ADA compliance[111]. The ADA requires that all PSAP call takers receive training every six months on TTY operation and ADA awareness. ADA compliance training should address the following equipment function issues:

- TTY
- Answering procedures
- Challenge of silent calls
- Calls with no voice response
- VCO (voice carryover)
- HCO (hearing carryover)
- Captel (Captioned Telephone)
- VRS
- Video remote interpreter
- Call transfers
- Test calls
- Documentation
- PSAP training
- DOJ requirements

Many members of the deaf community utilize text message devices for their personal and mobile communications needs. However, those devices are not currently compatible with the E911 network. This issue is being addressed nationally by technical committees at a variety of levels within the E911 industry. Text messaging is one of the many system capabilities being considered in development of *NG-911* technologies.

The DOJ and the ADA require that all E911 PSAPs maintain a TTY or TTY functionality at every answering position to handle calls from deaf and hard-of-hearing persons as well as persons with other communication impairments. TTYs work primarily through landline technology and are cumbersome to use with wireless phones. Portable TTYs can connect with some mobile phones, but not necessarily all models.

[111] set forth in Rule 60FF-6.005(1)(g)

PSAP managers should also be aware that the use of TRS for call handling is decreasing. Some members of the deaf community are utilizing video relay and IP or instant messaging for non-emergency communications needs. PSAPs should include these technologies and functions in their call taker training.

The DOJ provides information on the requirements of the ADA on their home page at URL http://www.ada.gov/. They include 911 requirements at URL http://www.ada.gov/911ta.pdf, and a technical manual at URL http://www.ada.gov/taman2.html. Additional information is provided including a Tool Kit to help understand the issues at URL http://www.ada.gov/pcatoolkit/abouttoolkit.pdf and ADA Best Practices Tool Kit for State and Local Governments at URL http://www.ada.gov/pcatoolkit/chap4toolkit.htm

5.9 Language Interpretation Service

Civil Rights Title Six and federal agency regulations, inform recipients of federal financial assistance that they have a responsibility to take reasonable steps to provide Limited English Proficient (LEP) individuals with meaningful access to their programs and activities.
Executive Order No. 13166 (Improving Access to Services for Persons with Limited English Proficiency) (Aug. 2000) was designed to improve access for persons, who as a result of national origin, are limited in their English proficiency. The DOJ provides information on the requirements at URL http://www.usdoj.gov/crt/cor/Pubs/eolep.php. In addition they provide a Limited English Proficiency Resource Document: Tips and Tools from the Field, including 911 call centers is available at http://www.usdoj.gov/crt/lep/guidance/tips_and_tools-9-21-04.htm#1.

The county 911 coordinator should work closely with PSAP managers, supervisors, and call takers to develop appropriate SOPs for communicating with LEP callers. Each call taker position should have access to language translation services to ensure emergency response to non-English speaking callers at all times. These SOPs should specifically address the process for connecting to the 911 center's telephonic interpretation service or to the appropriate in-house bilingual staff. In determining these SOPs the county 911 coordinator should determine the language service needs, identify the language resources available to meet those needs and ensure that call takers know how to access and effectively utilize the resources.

The main interpretation services provide services for 150 languages and dialects. Consideration should be given to all foreign languages that may be encountered by call takers in the respective PSAPS jurisdictions. All possible steps should be taken to ensure that an interpreter can be *conferenced* into the call within one minute. Call response may be reduced by:

- Placing the translation service on speed dialer
- Arranging a method of automated recognition, so the PSAP is automatically known by the translation service for billing purposes
- Eliminating call taker identification to the translation service, if possible
- Requiring the translation service to have sufficient translators available to provide translator connect time to the PSAP within one minute

Example:
PSAP call takers dial language translation services with a speed-call button programmed into the phone equipment at every PSAP agency. This allows the PSAP to create a three-way call between the PSAP call taker, caller, and translator, when asking the necessary questions and dispatching appropriate emergency responders.

5.10 Communications with PSAP & Agencies

It is important that the county 911 coordinator keep PSAP personnel apprised of pending system changes, technology, legislation, and other issues that may affect the PSAP. This can be done through:

- Monthly PSAP visits
- Newsletters
- E-mail
- System activity reports and performance statistics
- Regular meetings with PSAP Managers (The county 911 coordinator should keep detailed minutes and records of such meetings. Major decisions should be documented and sent to the PSAP managers on a follow-up basis to ensure that there are no misunderstandings.)
- Interagency workshops involving PSAP supervisory personnel and call takers
- In-service training
- Periodic PSAP inspections (The county 911 coordinator, in conjunction with each PSAP supervisor, should evaluate the PSAPs operations and maintenance compliance with the technical and operational standards contained in Section 3.2.)

5.11 Service Provider Relations

Interaction with the LEC(s) and other service providers will occupy much of the county 911 coordinator's time.

Resolving PSAP trouble reports in a timely manner will be a major part of this effort. Service provider equipment and network problems will be encountered from time-to-time and must quickly be resolved. E911 traffic data must be analyzed and acted upon as necessary[112]. It is recommended that the county 911 coordinator require each service provider to specify a single point of contact for issues relating to E911.

Other areas of concern include numerous administrative details, such as collection of user fees, assignment of new ESNs, MSAG updates, alternate routing plans, Emergency Service Central Office (ESCO) codes, community annexations and ESN updates, and transfer, routing, and speed call programming. Provision should also be made for escalating contacts in the event that issues cannot be resolved through the normal point of contact.

5.12 System Management & Improvement

Active participation in professional activities and reading industry publications will help ensure county 911 coordinators remain knowledgeable regarding the latest developments in the field. Such information will help county 911 coordinators develop long-range plans and budgets to replace equipment and upgrade the system. The pace of technological change makes such planning essential, if the system is to provide the best service possible to citizens and visitors.

The county 911 coordinator may find it appropriate to maintain a spreadsheet of each PSAP agency containing the dates of each agency's equipment installation, upgrades, or replacements. This provides historical reference for documenting that all PSAPs are treated without bias in the provision of equipment and services. This also provides capital outlay background information for developing budgets for future equipment replacements or upgrades.

5.13 Record Retention

Technical Standard Section 3.2.1.1(L)[113] requires that all incoming 911 calls be recorded to capture the date, time, and other call data as recommended. This includes the 911 log and audio records. They are both subject to Florida Statute §365.171(12), which exempts certain information from the requirement for disclosure contained in the

[112] set forth in Rule 60FF-6.005(1)(f)
[113] set forth in Rule 60FF-6.005(2)(e)

Public Records Act, Chapter 119.07(1) and s. 24(a), Art. I of the State Constitution. The retention of these recordings is covered in the General Records Schedule GS1-SL. The county 911 coordinator should review these requirements to ensure that all current requirements are being followed by PSAPs. GS1-SL may be located online at URL http://dlis.dos.state.fl.us/RecordsMgmt/gen_records_schedules.cfm.

Public records retention requirements are based on administrative, legal, fiscal, and historical values to ensure each type of the record fulfills its creation and maintenance purpose. The procedure for scheduling and disposing of 911 records consists of two separate functions: 1) establishing and abiding by a records retention schedule and 2) recording final disposition of a record. The records retention schedule in GS1-SL dictates a minimum length of time that each type of record must be retained. Factors that may influence the disposition of a record include requests for public records, litigation, accreditation standards, and federal, state, and local laws and regulations. Records become eligible for final disposition when they have satisfied the established records retention schedule and any other applicable requirement, such as litigation requirements. The General Records Schedule for 911 items, regardless of their physical format, includes:

- Communication audio recordings including 911 calls - Item #335
  - Record copy. 30 days, minimum Duplicates – see schedule
- 911 records: Call logs - Item #377
  - Record copy. One year after received, minimum Duplicates – see schedule

The records may be destroyed, or otherwise disposed of, only in accordance with the county's established retention schedule policies, see Florida Statutes §257.36(6). All records must be scheduled for final disposition and records disposition documentation is required, including the retention schedule number, item number, series title, inclusion dates, and volume of records destroyed. A permanent record of final disposition must be maintained.

Litigation may affect the retention period of a record and may involve varying legal requirements. It is recommended that any recording involving litigation be reviewed by the appropriate county or jurisdictional attorney to verify the legal retention period requirement.

5.14 Public Education & Awareness

The purpose of initially establishing E911 systems was to create a single easy-to-remember, easy-to-dial number with which to report emergencies more quickly. In order to use the E911 system more effectively, many counties

have included public education in the job responsibilities of the county 911 coordinator. The format and style of a public education program may vary with the population of each county. Public education efforts should be coordinated with the county's other local agencies and departments to achieve maximum effectiveness.

The following is a list of objectives of the types of public education programs that have been adopted by various counties or PSAPs:

- Encourage optimal utilization of the E911 emergency telephone system.
- Reduce inappropriate 911 calls (direct callers to other numbers).
- Educate wireless callers to provide better location information.
- Educate VoIP callers to provide better location information.
- Provide outreach and education for disabled persons.
- Provide outreach and education for non-English speaking callers.
- Educate citizens about posting and using correct street addresses to assist emergency vehicles in locating them.
- Educate business and PBX owners about limitations of switchboard systems in providing accurate E911 location information.
- Educate community groups – such as churches, about responding to emergencies within their facilities.
- Educating young school students about when and when not to call 911.

6.0 FUNDING AND E911 FEES

The Florida Emergency Communications Number E911 State Plan Act, Florida Statute §365.171, gives DMS responsibility for directing the implementation of a Statewide Emergency Communications Number E911 System. From the beginning, DMS recognized that this would be a difficult task unless a funding source was made available to aid the counties. At every opportunity, DMS has called attention to the funding difficulties. In 1985, 1987, and again in 1991, Florida Statutes were amended concerning the funding issue, but initial legislation addressed only landline subscribers. In 1999, legislation was passed imposing the E911 fee on wireless service subscribers. The current Florida Statute §365.172(8) imposes an E911 fee on wireless and nonwireless communication service subscribers. Fee exemptions and restrictions are explained in this section.

6.1 E911 Fee

Current Florida Statute §365.172(8) places a statewide E911 fee on wireless and nonwireless subscribers. The E911 access line fee is established on a statewide basis, except in three counties, in which the county option fee

was lower than the statewide fee on July 1, 2007. The statewide fee requires no action by Boards of County Commissioners, except in these three counties, should they wish to increase their E911 fee to the statewide fee amount.

The collection and use of the E911 fee based on Florida Statute §365.172 are as follows:

(A) Each provider shall collect a monthly fee imposed on each service subscriber having a service number with a Florida billing address. The rate of the fee shall be 50 cents per month for each service number, unless modified by the E911 Board. The fee shall apply uniformly and be imposed throughout the state with some exceptions (see Section 6.8, Exemptions and Restrictions).

(B) The E911 fee is established to help ensure providers and counties receive full recovery of infrastructure costs associated with developing and maintaining an E911 system on a technologically and competitively neutral basis.

(C) The E911 Board may adjust the allocation percentages provided in Florida Statute §365.173 or reduce the amount of the 50-cent fee, or both, if such an adjustment is necessary to ensure full cost recovery or prevent over recovery of costs incurred in providing E911 service, including costs incurred or projected to be incurred to comply with the order. Any new fee allocation percentages or reductions may not be adjusted for one (1) year from the previous E911 Board allocation change. The fee amount may not exceed 50 cents per month per each service number.

(D) A local government may not levy any additional fee on wireless providers or subscribers for the provision of E911 services.

6.2 E911 Fee Distribution

Nonwireless and wireless fees are collected on a statewide basis, placed in the Emergency Communications Number E911 System Fund, and disbursed in accordance with Florida Statute §365.173 or as modified by the E911 Board, the current distribution schedule is as follows:

6.2.1 Wireless Fee Distribution

(A) Seventy-one percent (71%) of the wireless E911 fee remittance shall be held in escrow in an insured, interest-bearing account and distributed each month to counties, based on the total number of wireless

subscriber billing addresses in each county, for payment of:

1. Recurring costs of providing 911 or E911 services, as provided by Florida Statute §365.172(9).

2. Costs to comply with the requirements for E911 service contained in the order and any future rules related to the order and rules adopted by the FCC relating to the provision of 911 services, including Order Number FCC 05-116, adopted May 19, 2005, and other FCC orders.

(B) Twenty-five percent (25%) of the wireless E911 fee remittance shall be held in escrow in an insured, interest-bearing account to be distributed in response to sworn certified invoices submitted to the E911 Board by WSPs. These funds are to be used to reimburse WSPs for the actual costs incurred to provide 911 or E911 service, including the costs of complying with the FCC order. Such costs include costs and expenses incurred by providers to design, purchase, lease, program, install, test, upgrade, operate, and maintain all necessary data, hardware, and software required to provide E911 service. Each provider shall submit to the E911 Board, by August 1 of each year, a detailed estimate of the capital operating expenses for which it anticipates it will seek reimbursement under this paragraph during the ensuing state fiscal year. By September 1 of each year, the E911 Board shall submit to the Florida Legislature its legislative budget request for funds to be allocated to providers under this paragraph during the ensuing state fiscal year. The budget request shall be based on the information submitted by the providers and estimated surcharge revenues.

(C) One percent (1%) of the wireless E911 fee remittance shall be retained by the E911 Board to be applied to costs and expenses incurred for the purposes of managing, administering, and overseeing the receipts and disbursements from the fund. Any funds retained for such purposes in a calendar year, which are not applied to the costs and expenses by June 30 of the fiscal year, shall be redistributed by the E911 Board.

(D) Three percent (3%) of the wireless E911 fee remittance shall be used to make monthly distributions to rural counties for the purpose of providing facilities, network, service enhancements, and assistance for the 911 or E911 systems operated by rural counties and for the provision of grants by DMS to rural counties for upgrading E911 systems.

6.2.2 Nonwireless Fee Distribution

(A) Ninety-seven percent (97%) of the nonwireless E911 fee remittance shall be held in escrow in an insured,

interest-bearing account and distributed each month to counties, based on the total number of nonwireless subscriber billing addresses in each county, for payment of recurring costs of providing 911 or E911 services, as provided by Florida Statute §365.172(9).

(B) One percent (1%) of the nonwireless E911 fee remittance shall be retained by the E911 Board to be applied to costs and expenses incurred for the purposes of managing, administering, and overseeing the receipts and disbursements from the fund. Any funds retained for such purposes in a calendar year, which are not applied to the costs and expenses by June 30 of the fiscal year, shall be redistributed by the E911 Board.

(C) Two percent (2%) of the nonwireless E911 fee remittance shall be used to make monthly distributions to rural counties for the purpose of providing facilities, network, service enhancements, and assistance for the 911 or E911 systems operated by rural counties and for the provision of grants by DMS to rural counties for upgrading E911 systems.

6.3 Establishing a County Fund

Florida Statute §365.173(2)(c) requires all Boards of County Commissioners to establish a fund to be used exclusively for receipt and expenditure of E911 fee revenues collected. The money collected and interest earned in this fund shall be appropriated for E911 purposes only by the county commissioners and incorporated into the annual county budget. The county shall annually have a financial audit performed on this fund in accordance with Florida Statute §218.39.

6.4 Carry forward Funds

A county may carry forward up to 30 percent of the total funds disbursed to the county by the E911 Board during a calendar year to be dedicated to expenditures for capital outlay, capital improvements, or equipment replacement; however, such expenditures must be for allowable E911 expenditures and costs as specified in Florida Statute §365.172(9).

The 30-percent limitation does not apply to funds disbursed to a county for funds disbursed to a county under Florida Statute §365.172(6)(a)3. including grants. The grant funds are subject to the conditions imposed by the E911 Board.

6.5 Excess Recovery of County Costs

To prevent an excess recovery of costs incurred in providing E911 service, a county that receives funds greater than the permissible E911 costs described in the section on allowable expenditures, Florida Statute §365.172(9), including the 30 percent carry-forward allowance, must return the excess funds to the E911 Board to be allocated under Florida Statute §365.172(6)(a).

6.6 Service Provider Considerations

Florida Statute §365.172(8)(d) authorizes service providers to retain one percent (1%) of the total amount collected as compensation for acting as a collection agency and maintaining appropriate records.

6.7 Expenditures

Florida Statute §365.172(9) includes a list of allowable E911 service and equipment expenditures for funds derived from the E911 fee. E911 service functions include database management, call taking, location verification, and call transfer. All costs directly attributable to establishment (contracting) or provision of these E911 services are eligible expenditures of moneys derived from imposition of the legislatively authorized E911 fee.

These costs include the acquisition, implementation, and maintenance of PSAP equipment and E911 service features, as defined in the PSC's lawfully approved 911 and E911 and related tariffs and schedules available at http://www.psc.state.fl.us/ and/or from the LECs or the acquisition, installation, and maintenance of other E911 equipment, including the following:

- Call answering equipment
- Call transfer equipment
- ANI controllers
- ALI controllers
- ANI displays
- ALI displays
- Station instruments
- E911 telecommunications systems
- Visual call information and storage devices
- Recording equipment
- Telephone devices and other equipment for the hearing impaired used in the E911 system

- PSAP backup power systems
- Consoles
- Automatic call distributors
- Interfaces, including hardware and software, for computer-aided dispatch (CAD) systems
- Integrated CAD systems for that portion of the systems used for 911 call taking
- Network clocks
- Salary and associated expenses for 911 call takers for that portion of their time spent taking and transferring 911 calls, excluding time spent dispatching local response to an E911 call
- Salary and associated expenses for full-time equivalent positions for an E911 coordinator, a mapping or geographical data coordinator, and a staff assistant per county for the portion of their time spent administrating the E911 system
- Training costs for PSAP call takers, supervisors, and managers in the proper methods and techniques used in taking and transferring 911 calls
- Costs to train and educate PSAP employees regarding E911 service or E911 equipment
- Fees collected by the Department of Health for the certification and recertification of 911 public safety telecommunicators as required under Florida Statute §401.465.
- Expenses required to develop and maintain all information, including ALI and ANI databases and other information source repositories necessary to properly inform call takers as to location address, type of emergency, and other information directly relevant to the 911 call taking and transferring function
- Next-generation E911 network services
- Next-generation E911 database services
- Next-generation E911 equipment
- Wireless E911 routing systems

The Florida Statutes provide specific clarification on related items ineligible for expenditure of moneys derived from imposition of the fee authorized by this section including:

- Any capital or operational costs for emergency responses that occur after the call is transferred to the responding public safety entity.
- The costs of constructing, leasing, maintaining, or renovating buildings, except those building modifications necessary to maintain the security and environmental integrity of the PSAP and E911 equipment rooms.

6.8 Exemptions and Restrictions

The following specific restrictions apply to Florida Statute §365.172(8):

(A) The amount of the fee cannot exceed 50 cents (Florida Statute §365.172(8)(f)) per month per each service identifier.

(B) The maximum number of LEC subscribers on a service-identifier basis is limited to 25 per *account bill rendered*. An *account bill* is defined as a given line item entry on an entity's telephone bill. It is not the entire bill. For example, suppose a company has operations at two buildings located separately on Market Street and Main Street, for which they receive a single itemized bill illustrated as follows:

Market Street location: 30 lines
Main Street location: 15 lines

The company would be liable for the payment of E911 access line fees on 25 access lines for the Market Street location and 15 lines at the Main Street location. This limitation is also specified for voice communications service providers other than nonwireless and wireless.

(C) State and local governments are excluded from payment of the E911 fees based on Florida Statute §365.172(8)(c).

(D) The E911 fee is not collected on pay telephones based on Florida Statute §365.172(8)(a).

6.9 911 Fee Revenue Priorities

Fees collected for E911 purposes shall be utilized in such a way as to ensure that all operational and technical and training requirements are accomplished as set forth in the State E911 Plan. Fees should first be used for all equipment, database information and updates, circuitry, maintenance, and other expenses that are used to ensure that the system performs as designed and for DOH certification, recertification and training for PSAP Public Safety Telecommunicators. Any remaining funding shall be utilized as defined in Florida Statute §365.172(9) (see Section 6.7, Fee Revenues).

7.0 DEPARTMENT OF MANAGEMENT SERVICES REQUIREMENTS

DMS requirements pertaining to E911 revenues are detailed in Section 6. This section explains the following additional DMS requirements:

- County E911 Plan Approvals
- Major Additions or Upgrades to County E911 Systems Plan Approvals
- PSAP Inspections
- Certificates of Compliance

7.1 County E911 Plan Approvals

The authority for requiring submission and approval of county E911 plans by DMS is derived from the Florida Emergency Communications Number E911 State Plan Act, Florida Statute §365.171(9), which states:

> *System Approval - No Emergency Communications Number E911 system shall be established and no present system shall be expanded without prior approval of the Department of Management Services.*

To avoid wasted money, time, and effort, a draft of the county E911 plan should be submitted to DMS for approval prior to the issuance of an order to or contract with the local exchange company or other providers of service and equipment. It is far more efficient to resolve compliance issues with the State E911 Plan at the inception of a project, than to seek final approval when the operational date is imminent. Therefore, counties should not sign contracts with service providers involving systems equipment or services without prior project approval from DMS. Final plan approval must be obtained prior to the system becoming operational.[114]

7.1.1 County E911 Plan Contents

Currently, E911 is operational statewide. Section 9 of the State E911 Plan contains the individual county E911 plan for each of Florida's 67 counties. County 911 coordinators planning to upgrade to a new system should use a comparable existing county E911 plan as a guide for documenting their county E911 plan. Similarly, county 911 coordinators, planning to expand their existing system, should review their existing county E911 plan and prepare a revised county E911 plan.

[114] set forth in Rule 60FF-6.002(4)

The following is a description of the various sections required in a county E911 plan:

(A) System Summary[115]

This section of the county E911 plan will function as an executive summary. It briefly addresses the following:

- Type of system and service providers currently under contract with the county
- Major distinguishing features
- Identification of PSAPs, i.e., which government agencies, primary or secondary, etc.

(B) System Management[116]

A brief description of how the system is being or will be managed, e.g. maintenance contracted out, managed in-house, etc.

(C) Agreements[117]

Where central office overlaps occur within the county, or where regional or multi-county systems share resources (such as databases, selective routers, overflow or backup PSAP resources, etc.), agreements between PSAPs (inter-local agreements) and counties (regional agreements) shown in Appendix B will be required to define the proper routing and handling of such calls. It is recommended that county 911 coordinators review local call routing and backup call routing plans to determine the need for such agreements. Those agreements are to be briefly described and the actual agreements are to be included in this section.

(D) System Definition[118]

The system definition is written in such a manner as to define each PSAP and its equipment. Compliance with the Technical and Operational Standards Section 3.2[119] is essential and shall be verified by the county 911 coordinator. In reviewing a county E911 plan, DMS will verify that minimum requirements

[115] set forth in Rule 60FF-6.002(1)(a)
[116] set forth in Rule 60FF-6.002(1)(b)
[117] set forth in Rule 60FF-6.002(1)(c)
[118] set forth in Rule 60FF-6.002(1)(d)
[119] set forth in Rule 60FF-6.005

are satisfied and include the following:

- Number of answering positions
- Total staff
- Number of incoming trunks

(E) Call Handling[120]

The call-handling section defines how each PSAP handles calls intended for each emergency service agency within its jurisdiction. DMS will review call-handling plans to ensure that *direct dispatching* of calls is maximized. The list will also be checked to verify inclusion of all agencies.

(F) System Serve Area (This information will not be posted on the Florida E911 Website with the county E911 plan but should be available during the PSAP inspections.)[121]

The system serve area should be shown as a simple outline map of the county. The following should be shown on the map in their approximate location:

- Each PSAP
- Each central office area
- Central office overlap areas

The county 911 coordinator should contact local exchange companies for information regarding their central office boundaries, as well as WSPs, to define their respective coverage area(s).

(G) PSAP 911 Trunk Network (This information will not be posted on the Florida E911 Website with the county E911 plan but should be available during the PSAP inspections.)[122]

A functional diagram showing the routing of calls from the various central offices and other E911 circuits to the various PSAPs will be required. Local exchange companies and other service providers should be contacted to verify trunking information in preparation of this diagram. (An example is in Appendix E)

[120] set forth in Rule 60FF-6.002(1)(e)
[121] set forth in Rule 60FF-6.002(1)(f)
[122] set forth in Rule 60FF-6.002(1)(g)

7.1.2 County E911 Plan Approval

Upon receipt of a county E911 plan, DMS will review it for compliance with the Technical and Operational Standards in Section 3.2. If deficiencies are noted, the county 911 coordinator will be advised in detail as to the problems noted. If the deficiency cannot be resolved, the county may file a request for waiver pursuant to Florida Statute §120.542 Variances and Waivers and Florida Administrative Code Rule 28-104.002 Petition for Variance or Waiver.[123]

7.2 Major Additions to a County E911 System Approval

If a county decides to expand its E911 system, a revision of the county E911 plan must be sent to DMS for approval. The existing county E911 plan shall be modified to reflect the expansion and changes, and each change shall be clearly noted[124]. In addition, a letter will be required in which additional details about the expansion are identified, including the following:[125]

- Identification of PSAP(s)/agencies involved
- Equipment to be retired (if any)
- New equipment to be installed and exact quantities at PSAP(s) involved
- Estimated cost(s)

DMS will review each county's proposed revision for compliance with State standards. If the standards are satisfied, the expansion will be approved and written notification will be sent to the county 911 coordinator.[126] If not, the county will be advised of the specific reasons for non-compliance.[127]

7.3 Instructions for PSAP Inspection

Onsite inspections by DMS personnel and written correspondence between DMS and the county 911 coordinator concerning the affected entities of local government constitutes the principal means by which DMS obtains the information necessary to confirm compliance.

DMS has established a formal PSAP inspection program. Any county desiring an inspection of its E911 system

[123] set forth in Rule 60FF-6.002(2)(b)
[124] set forth in Rule 60FF-6.002(3)
[125] set forth in Rule 60FF-6.002(2)
[126] set forth in Rule 60FF-6.002(2)(a)
[127] set forth in Rule 60FF-6.002(2)(b)

should submit a request to the statewide 911 coordinator, and DMS will give first priority to satisfaction of the request. Otherwise, DMS will schedule inspections of various county systems at random, as time and work force resources permit.

It is the goal of DMS to inspect at least one PSAP per month. A DMS representative will coordinate the scheduling of inspections with county 911 coordinators, providing ample notice of scheduled inspections through written confirmation of dates and times.[128]

The county 911 coordinator, or designee, is required to accompany the DMS inspector to the PSAP(s) being inspected. [129]This will greatly expedite the process and ensure the county 911 coordinator understands the extent of any deficiencies that may be noted.

7.3.1 Inspection Checklist

DMS has prepared a checklist to be used by the DMS inspector at each PSAP. The checklist is designed to verify that the requirements in the State E911 Plan Technical and Operational Standards as set forth in Florida Administrative Code Rule Section 60FF-6.002(1) and 60FF-6.005 are satisfied. The checklist is also used to record additional information and services at the PSAP. Many of the items on the checklist will need to be verified by observation. However, certain checklist items may be verified only by questioning the PSAP supervisor and/or the county 911 coordinator or designee.

The PSAP checklist and instructions for E911 PSAP inspection information is provided in Section 7.5.

7.3.2 Inspection Evaluation

Upon completion of the inspection, the DMS inspector will forward the completed checklist to the statewide 911 coordinator. After review, a letter will be sent to the county 911 coordinator that includes the following:

- A list of all PSAPs that have passed the inspection
- A list of all PSAPs that have deficiencies

Any deficiencies will be explained and, if applicable, specific directions detailing how to correct deficiencies will be included.

[128] set forth in Rule 60FF-6.003(2)
[129] set forth in Rule 60FF-6.004(3)(d)

DMS will rely on the county 911 coordinator and PSAP supervisors to make the necessary corrections. Upon receipt of written correspondence from the county 911 coordinator stating that corrections have been made, DMS will add the newly approved PSAP(s) to the list of certified PSAPs. [130]

7.4 Certificates of Compliance

Certification of Compliance inspections will verify that E911 systems, operated or planned to be operated by entities of local government, meet minimum technical and operational standards.[131]

PSAPs that pass the inspection will be awarded a *Certificate of Compliance* by DMS. The certificates will be mailed to the county 911 coordinator upon completion of the inspection and evaluation by DMS.[132] Certificates may be framed and wall mounted, if desired.

7.5 Certification Checklist

The State of Florida Certification Checklist is provided on the following page.

[130] set forth in Rule 60FF-6.003(3)
[131] set forth in Rule 60FF-6.003(1)
[132] set forth in Rule 60FF-6.003(4)

County _____

STATE OF FLORIDA
E911 SYSTEM
CERTIFICATION CHECKLIST

CITY _____ AGENCY _____ POPULATION _____

DMS REP. _____ PSAP REP. _____ PH. NO. _____

DATE _____ COUNTY REP. _____ PH. NO. _____

The following standards must be complied with in all E911 systems:

		PASSED	FAILED	COMMENTS
1	Systems meets the county E911 plan and all public safety agencies, i.e., law enforcement, fire protection, emergency medical, and rescue agencies, within the boundaries of the PSAPs jurisdiction, shall be included in the E911 system.[133]			
2	A sufficient number of incoming 911 lines shall be provided between the telephone company and E911 PSAP to supply a P.01 grade of service or better (one busy in 100 attempts during the average busy hour). At least 2 lines must be in place for wireline calls from each central office (CO) or IP network connections.[134]			
3	Enough call taker positions shall be provided such that, during the average busiest hour of the day, a minimum of 90% of the calls shall be answered within 10 seconds (20 seconds for TTY).[135]			
4	Each answering position shall have access to all incoming 911 lines and any out-going lines used for E911 operations.[136]			
5	The 911 operator shall receive both audible and visual indications of the incoming 911 call.[137]			

[133] set forth in Rule 60FF-6.002(1)
[134] set forth in Rule 60FF-6.005(1)(d)
[135] set forth in Rule 60FF-6.005(1)(b)
[136] set forth in Rule 60FF-6.005(3)(b)
[137] set forth in Rule 60FF-6.005(3)(b)

		PASSED	FAILED	COMMENTS
6	The PSAP shall have dedicated non published emergency lines for transferred calls, third party calls or for connecting the operator with the E911 call center.[138]			
7	Each E911 primary PSAP shall operate 24 hours a day, seven days a week, 52 weeks per year.[139]			
8	The caller must never be permitted to talk with more than two people, i.e., there must be no inherent (or planned) double transfers of a call.[140]			
9	The only published emergency number shall be 911. Florida Statutes §365.172(9)			
10	In a given PSAP, all call taker positions shall be similarly equipped with ANI, ALI, call answering equipment, etc., as designated in the county E911 plan.[141]			
11	All 911 circuit facilities entering the E911 call center shall be protected to guard against accidental contact or tampering.[142]			
12	Each 911 call taker shall have the primary responsibility to answer 911 calls.[143]			
13	Each call taker shall have the ability to transfer calls to other public safety agencies outside the PSAP's jurisdiction.[144]			
14	Trouble reporting numbers used to report all E911 vendor equipment or circuit failures shall be available and readily displayed in the PSAP.[145]			
15	A trouble reporting number for reporting failures of 911 equipment shall be available and readily displayed in the PSAP for 24 hour service.[146]			

[138] set forth in Rule 60FF-6.005(3)(c)
[139] set forth in Rule 60FF-6.005(1)(a)
[140] set forth in Rule 60FF-6.005(5)(b)
[141] set forth in Rule 60FF-6.005(2)
[142] set forth in Rule 60FF-6.005(6)(e)
[143] set forth in Rule 60FF-6.005(3)(a)
[144] set forth in Rule 60FF-6.005(3)(c)
[145] set forth in Rule 60FF-6.005(8)(d)
[146] set forth in Rule 60FF-6.005(8)(d)

		PASSED	FAILED	COMMENTS
16	Each answering position shall be equipped with a Teletypewriter or functional equivalent TTY for receiving 911 calls.[147]			
17	Each call taker position shall be equipped with instant recording playback capability.[148]			
18	The PSAP shall have a logging recording equipment equipped to record all E911 voice communications, including the date and time of each call.[149]			
19	The E911 PSAP shall have standby emergency electrical power capability for use in the event of commercial power failure.[150]			
20	The E911 PSAP shall have sufficient building security to minimize the possibility of intentional disruption of operations.[151]			
21	Can PSAP operations and systems be observed from unsecured areas?[152]			
22	Are doors secured?[153] Are PSAP personnel areas secured from public access?[154]			
23	Maintenance and Testing methods scheduled and provided.[155]			
24	Call takers are proficient with Phase I and II.[156]			
25	Call takers are proficient with VoIP calls.[157]			

[147] set forth in Rule 60FF-6.005(2)(d)
[148] set forth in Rule 60FF-6.005(2)(f)
[149] set forth in Rule 60FF-6.005(2)(e)
[150] set forth in Rule 60FF-6.005(2)(h)
[151] set forth in Rule 60FF-6.005(6)
[152] set forth in Rule 60FF-6.005(6)(b)
[153] set forth in Rule 60FF-6.005(6)(d)
[154] set forth in Rule 60FF-6.005(6)(c)
[155] set forth in Rule 60FF-6.005(8)
[156] set forth in Rule 60FF-6.005(3)(a)
[157] set forth in Rule 60FF-6.005(3)(a)

		PASSED	FAILED	COMMENTS
26	Do call takers have ready access to policy and procedure manuals?[158]			
27	Do call takers know what to do in the event of an equipment emergency, such as a phone failure?[159]			
28	MIS is operational and reporting call details.[160]			
29	911 system standard operating procedures includes plan for language services.[161]			
30	Is there a call taker training program?[162]			

Additional Questions and Concerns

The county's E911 plan [163]
System PSAP serving area and their central office and overlap areas[164] _____
System network diagram depicting emergency call flow[165] _____
Emergency Operations Plan[166] _____

Operational:

How many call takers are usually on duty? _____

What is the total number of call takers? _____

What is the total number of call taker positions? _____

What is the total number of supervisors? _____

Is there administrative/technical support? _____

Are the call takers performing other duties?[167] If so, what are they? _____

[158] set forth in Rule 60FF-6.005(1)(g)
[159] set forth in Rule 60FF-6.005(3)(a)
[160] set forth in Rule 60FF-6.005(2)(b)
[161] set forth in Rule 60FF-6.005(3)(e)
[162] set forth in Rule 60FF-6.005(9)(a)
[163] set forth in Rule 60FF-6.002
[164] set forth in Rule 60FF-6.002(1)(f)
[165] set forth in Rule 60FF-6.002(1)(g)
[166] set forth in Rule 60FF-6.005(4)
[167] set forth in Rule 60FF-6.005(3)(a)

Is Emergency Medical Dispatch used? Are pre-arrival instructions given? _____ _____

Are policy and procedure manuals available?[168] _____
Are these kept up to date?[169] _____
Policies and procedures, including:[170]
- Training
- ADA
- Wireless E911
- Trouble reporting (incorrect ALI, equipment failure, etc.)
- VoIP E911
- Emergency/equipment failure procedures
- Call re-routing procedures

911 Circuits, Trunks and Lines

Network circuits _____

Wireline trunks _____

Wireless trunks _____

Administrative lines _____

Number of non-published lines _____

Diverse routing _____

Auto dialers[171] _____

Equipment:

Emergency backup systems

Generator Type[172] _____ Reserve _____
Equipment Covered _____ Test Procedures _____

UPS Type[173] _____ Reserve _____
Equipment Covered _____ Test Procedures _____

[168] set forth in Rule 60FF-6.005(1)(g)
[169] set forth in Rule 60FF-6.005(1)(g)
[170] set forth in Rule 60FF-6.005(9)(a)
[171] set forth in Rule 60FF-6.005(7)
[172] set forth in Rule 60FF-6.005(2)(h)
[173] set forth in Rule 60FF-6.005(2)(g)

CPE[174] _____

Logging recording equipment (channels, capacity, system media)[175] _____

Printer (operational, type)[176] _____

Mapping _____

Grounding _____

Does CAD exist? _____ Mapping? _____

What kind of radio system? _____

[174] set forth in Rule 60FF-6.005(2)(a)
[175] set forth in Rule 60FF-6.005(2)(e)
[176] set forth in Rule 60FF-6.005(2)(c)

8.0 TECHNOLOGICAL ADVANCEMENTS AND REGULATORY ISSUES

8.1 Introduction

This introduction explains how technological advances in the telephone communications industry have changed legislation and operational and management strategies for providing 911 services in the State of Florida over time.

8.1.1 Diverse Dynamics

Florida counties vary in size, population, and economic status. Due to this diversity, a single approach is insufficient for all E911 systems within the state. Numerous factors discussed herein must be considered when planning, implementing, and modifying an E911 system for wireless, nonwireless, and newer technologies.

8.1.2 Historical Information

Section 1.1 discusses the historical background of Florida's 911 systems. Florida 911 call centers were not funded by customer 911 fees, when Florida Statute §365.171 initially became law in 1974. The Statute was later amended to help counties fund the nonrecurring cost for developing 911 call centers. Eventually, recurring operational costs were added by legislative amendment. The introduction of wireless E911 and VoIP technologies also have altered the way Florida 911 is funded, managed, and operated.

Deregulation of the telephone industry and certification of ALECs, which resulted from the Federal Telecommunications Act of 1996 and Florida Statute §364.337 in 1995, required a management interface between telephone companies, their customers, and 911 system infrastructure and operations. Florida Statute §364.337(2) was amended to require ALECs to provide 911 service at the same level as LECs.

On May 2, 1998, the State of Florida achieved 100-percent Basic 911 coverage. The rapid growth of the wireless telephone industry and need to provide E911 service to this segment of telecommunications resulted in FCC Docket 94-102, which defines Federal wireless E911 requirements. Statewide E911 coverage was fully achieved September 20, 2005. It was within this historical background and technical/operational system environment that wireless E911 evolved. Phase II wireless coverage was smoothly interfaced and finally implemented in all 67 counties in March 2008.

8.1.3 Organization and Operations

The administration of E911 in the State of Florida is the responsibility of DMS as defined by Florida Statute.

The Florida Governor's Wireless 911 Board was established to assist DMS in overseeing the funding mechanisms required to implement Phase II wireless technology in all Florida PSAPs. This Board managed the wireless E911 fees, distributing cost recovery reimbursements to WSPs for infrastructure investments to make Phase II possible statewide. During this period, the Florida Wireless 911 Board managed only the State's wireless 911 fee collections, while wireline fees were submitted directly to counties from LECs and ALECs. Today the E911 Board manages wireless and nonwireless 911 funding sources.

The operation of the E911 Board is described in detail in Section 8.5. State funds collected from WSPs differ from those of nonwireless. The E911 Board continues to review and approve WSPs 911 cost recovery plans and reimbursement requests.

8.1.4 APCO, NENA, CTIA, NASNA (Public Safety & Industry Groups)

A coalition of public safety and telecommunications industry groups led to the successful development and passage of critical regulations and legislation involving the implementation of wireless E911. These groups included the National Emergency Number Association (NENA), Association of Public Safety Communications Officials International (APCO), National Association of State 911 Administrators (NASNA), and Cellular Telecommunications Industry Association (CTIA). The cooperative spirit shared among members of these organizations, the telecommunications industry, and public safety agencies were critical to deployment of Phase II technology. The same collective of groups have been working toward successful implementation of NG-911 technology within the State of Florida E911 program.

8.1.5 Summary

In implementing NG-911, the challenge of the technical requirements, specific to varied E911 systems, will be considerable. A key to successfully meeting the challenges of implementing and operating NG-911 systems will require a continuation of this ongoing cooperative spirit among public and private entities.

8.2. Wireless Technology

8.2.1 Basic Wireless

When a caller dials 911 from a wireless phone, the call is routed through the MTSO and the LEC's network to the PSAP. If a wireless call is dropped, the PSAP operator cannot re-establish the call, because a callback number is

not delivered with basic wireless. The PSAP operator would have to rely on the caller to describe their location, as location information is not delivered.

8.2.2 Wireless Considerations

With Type 4 and 5 systems (see Section 3.1 for a full description of the types of 911 systems), wireless providers may provide ANI/cell site sector information or the location of the caller may be delivered to a PSAP. Phase I of the FCC Wireless 911 Docket may include one or all of the following:

- Direct trunking of 911 calls from an MTSO to the 911 switch
- ANI – This may be a number display of 10 or more digits
- Automatic cell site location and/or antenna sector direction information on a specially modified ALI screen (These directionals may be described by use of a pANI)
- Selective routing of the antenna site

The 911 system should provide the capability to perform automatic and manual updates (rebids) of the cell site sector information or the location of the caller delivered to the PSAP. With the mobile nature of a cellular call, this information is required to locate the caller. The call takers should be trained in the operation of the system to obtain the latest information available on the 911 caller's location.

8.2.3 Phase I & II Enhanced Wireless Variables

8.2.3.1 Phase I

Phase I requires the WSPs to relay both the wireless caller's call-back number and the location of the base station or cell site passing the 911 call to the designated PSAP. This requirement applies to any wireless handset or text telephone device accessing the WSPs system. Phase I calls are selectively routed to the PSAP.

8.2.3.2 Phase II

Phase II requires WSPs to furnish to the designated PSAP the call-back number, cell site/sector, and location of the 911 caller by longitude and latitude (X, Y coordinates) within the parameters established by the FCC. As with Phase I, the calls are selectively routed to the PSAP.

8.2.4 WSPs/LECs

WSPs and LECs may choose a variety of methods to transmit a wireless caller's telephone number and location, based on the capabilities of their network. The options include Call-path Associated Signaling (CAS), Non Call-path Associated Signaling (NCAS), direct trunking, or hybrid solutions.

8.2.5 Wireless Trunking Solutions

The county 911 coordinator shall analyze MIS and E911 traffic data and determine wireless call routing and act upon this information as necessary for congestion control management to the PSAP(s). [177]

8.2.5.1 Local Exchange Trunking

PSAPs have two choices of how to configure incoming wireless and wireline 911 calls from the LEC's tandem: either send all calls across the same group of trunks (inclusive method) or segregate wireless and wireline trunks (exclusive method). Each configuration has advantages and disadvantages that should be assessed.

8.2.5.1.1 **Inclusive Method** (combined wireline and wireless trunks)

The inclusive method integrates wireless calls with the existing E911 system using CAMA trunking from the 911 service provider's tandem or selective router to deliver the call to the designated PSAP.

Advantages:

- Consistent with most operating E911 systems

Disadvantages:

- Permits wireless calls to access the existing E911 system with no congestion control (A single incident can overload the 911 trunks and preclude wireline access to the PSAP.)
- Provides no useful location information
- May still require additional CPE costs

8.2.5.1.2 **Exclusive Method** (wireless trunks separate from wireline)

The exclusive method separates 911 trunk groups for wireless and wireline.

[177] set forth in Rule 60FF-6.005(1)(f)

Advantages:

- Segregates the trunk groups to prevent a single wireless call overload incident from blocking all incoming wireline calls
- Permits better call management, handling, and tracking
- Allows utilization of a separate in-house database for geo-spatial information to identify cell location
- Provides additional indication to the PSAP call takers that they are answering a wireless call
- Provides congestion control management at the PSAP, which becomes the exclusive responsibility of the county 911 coordinator (independent of outside resources)

Disadvantages:

- Increases the potential number of calls presented to the PSAPs on wireless trunks with a static number of call takers responsible for an increased call volume
- May require additional hardware and software to implement new technologies
- May require larger telephone sets to accommodate additional lines

8.2.5.2 WSP Direct Trunking

PSAPs with selective routing equipment can obtain direct trunking and ALI circuits from the WSPs in their service area. The wireline 911 calls are still provided from the LEC's tandem, central, or end office. This configuration has advantages and disadvantages that should be assessed.

Advantages:

- Segregates the trunk groups to prevent a single wireless call overload incident from blocking all incoming wireline calls
- Permits better call management, handling, and tracking
- Allows utilization of a separate in-house database for geo-spatial information to identify cell site location
- Provides additional indication to PSAP call takers that they are answering a wireless call
- Provides congestion control management at the PSAP, which becomes the exclusive responsibility of the county 911 coordinator (independent of outside resources)

Disadvantages:

- Increases the potential number of calls presented to the PSAPs with the same number of call takers responsible for larger volume of calls
- May require additional hardware and software to implement this configuration
- Requires additional equipment to accommodate additional lines

8.2.5.3 Wireless IP Trunking

PSAPs with IP equipment and network connections can obtain wireless 911 calls and automatic location information from regional networks, if available. The wireline 911 calls are still provided from the LEC's tandem, central, or end office. This configuration has advantages and disadvantages that should be assessed.

Advantages:

- Segregates the trunk groups to prevent a single wireless call overload incident from blocking all incoming wireline calls
- Permits better call management, handling, and tracking
- Allows utilization of a separate in-house database for geo-spatial information to identify cell location
- Provides additional indication to the PSAP call takers that they are answering a wireless call
- Congestion control management at the PSAP is the responsibility of the county 911 coordinator

Disadvantages:

- Increases the potential number of calls presented to the PSAPs with the same number of call takers responsible for larger volume of calls
- May require new technology, i.e., additional hardware and software to implement this configuration
- Requires additional equipment to accommodate additional lines

There are several technologies that will affect the E911 systems and operations, including wireless VoIP, automatic collision notification (ACN) through the existing network, IP networking, text messaging, and others. It is imperative that the county 911 coordinator carefully monitor the development of these and other emerging technologies.

8.3 Regulatory/Legislative Issues

8.3.1 Florida Statute §365.171 through §365.175

8.3.1.1 Florida Statute §365.171 Emergency Communications Number State E911 Plan

This legislation established and implemented a cohesive statewide Emergency Communications Number E911 State Plan to provide citizens with rapid direct access to public safety agencies by accessing 911, with an objective of reducing the response time to situations requiring law enforcement, fire, medical, rescue, and other emergency services. Also available through Florida Statute **§365.171** link on the Florida E911 Website at http://florida911.myflorida.com.

8.3.1.2 Florida Statute §365.172 Emergency Communications Number E911 Act

This Statute established the E911 system and State of Florida E911 Board to help DMS administer the system. The Statute imposes a fee of up to 50 cents per month, per service number to fund E911 service. The provisions of the statute include:

1. Provides duties and membership of the E911 Board
2. Requires the E911 Board to report to the Governor, the President of the Senate, and the Speaker of the House of Representatives each year the fee amounts collected and expended, expenditure justification, and the status of E911 service in this State
3. Requires the E911 Board to select and retain an independent accounting firm
4. Imposes a monthly fee for nonwireless and wireless communication service and a process for adjusting the rate
5. Provides for exempting the fee from state and local taxes
6. Prohibits local governments from imposing additional fees related to the service
7. Provides procedures for collecting the fee and remitting the fee to the E911 Board
8. Provides that the statute does not preempt other laws that regulate providers of telecommunication services

Also available through Florida Statute §365.172 link on the Florida E911 Website at http://florida911.myflorida.com.

8.3.1.3 Florida Statute §365.173 Emergency Communications Number E911 System Fund

This Statute provides a mechanism for collection and distribution of E911 fees. All revenues derived from the E911 fee levied on subscribers under Florida Statute §365.172 must be paid into the State Treasury on or before the 15th day of each month. Such moneys must be accounted for in a special fund to be designated as the Emergency Communications Number E911 System Fund, a fund created in DMS as an insured, interest-bearing account. All moneys in such fund are to be expended by DMS for the purposes provided in sections Florida Statute §365.172 and §365.173. These funds are not subject to Florida Statute §215.20.

Also available through Florida Statute §365.173 link on the Florida E911 Website at http://florida911.myflorida.com.

8.3.1.4 Florida Statute §365.174 Proprietary and Confidential Business Information

This Statute provides for confidentiality of trade secrets. All proprietary confidential business information submitted by a provider to the E911 Board or the DMS, including the name and billing or service addresses of service subscribers, and trade secrets as defined by Florida Statute §812.081, is confidential and exempt from Florida Statute §119.07(1) and Florida Statute §24(a), Art. I of the State Constitution.

This Statute allows for statistical abstracts of information collected by the E911 Board or the DMS to be released or published, but only in a manner that does not identify or allow identification of subscribers or their service numbers or of revenues attributable to any provider.

Florida Statute §365.174(2) defines proprietary confidential business information to mean *customer lists, customer numbers, and other related information, technology descriptions, technical information, or trade secrets, including trade secrets as defined in Florida Statute §812.081, and the actual or developmental costs of E911 systems that are developed, produced, or received internally by a provider or by a provider's employees, directors, officers, or agents*.

See Florida Statute §365.174 link on the Florida E911 Website at http://florida911.myflorida.com.

8.3.1.5 Florida Statute §365.175 Emergency telephone number 911 private branch exchange-private switch automatic location identification.

This Statute requires that each PBX (a private telephone system connected to the PSTN) installed after January 1, 2004, must be capable of providing automatic location identification (caller's telephone number, the address or location of the telephone, and supplementary emergency services information) to the station level.

Also available through Florida Statute §365.175 link on the Florida E911 Website at http://florida911.myflorida.com.

8.4 Federal Statutory Requirements

8.4.1 FCC Report & Order 94-102

The FCC First Report and Order relating to wireless E911 was the culmination of extensive efforts by the public safety community, the wireless telecommunications industry, and the Commission to implement E911 for wireless services. In addition to over 110 comments and reply comments on the E911 Notice, the record included a Petition for Rulemaking filed by Ad Hoc Alliance for Public Access to 911 (Alliance) and a Consensus Agreement filed by CTIA, NENA, APCO, and NASNA.

In adopting the E911 First Report and Order, the FCC recognized the importance of improving the quality and reliability of 911 services available to wireless callers. Although 911 was originally developed for wireline telephone users, the number of wireless 911 calls is growing rapidly, paralleling the dramatic increase in wireless telephone subscribers in the United States.

The FCC established the following requirements for WSPs:

Non-Activated Wireless 911 Capabilities: After October 1, 1997, WSPs must process and transmit to an appropriate PSAP all 911 calls from wireless handsets, which transmit a code identification. Additionally, WSPs must be capable of transmitting 911 calls made by persons with disabilities, e.g., through use of TTY equipment accessing the WSPs network.

Phase I Wireless E911 Capabilities: After October 1, 1997, WSPs must relay a caller's ANI and the location of the cell site receiving a 911 call, pANI. These capabilities are designed to allow the PSAP to call back the phone placing the 911 call and help identify the location of the caller.

Phase II Wireless E911 Capabilities: WSPs are required to identify the latitude and longitude of the wireless subscriber making 911 calls within the parameters specified by the FCC.

Phase I and Phase II E911 Conditions: The E911 requirements apply only if the WSPs receive a request for such services from a county 911 coordinator with PSAPs capable of receiving and using the service. The FCC Report & Order 94-102 is available on the FCC website.

8.4.2 Other FCC Report & Orders

FCC orders and rules also regulate 911 issues on interconnected VoIP service, mobile satellite service, telematics,

and TTY equipment.

Interconnected VoIP Service (FCC 05-116) which is published at URL http://www.fcc.gov/Bureaus/Wireless/Orders/1997/da972530.pdf provides rules for E911 service for VoIP providers that provide two-way, real-time, voice communication users to generally receive calls from and make calls to the PSTN, using a broadband connection and IP-compatible CPE. The VoIP provider must deliver the 911 call to the PSAP with the subscriber's callback number and location information.

8.4.3 Non-initialized Cell Phones

The FCC Order 94-102 requires carriers to accept and deliver 911 calls from any wireless phone, including those without a current or active wireless account. These non-initialized cell phones can be new phones for which an account has not yet been established or old phones for which an account is closed. Non-initialized cell phones can make outgoing 911 calls only, but cannot receive incoming calls. No call-back number will be displayed at the PSAP, and call takers will not be able to initiate a callback in case of a disconnection of the call. Non-initialized cell phones are also referred to as non-service initialized (NSI) mobile phones.

Non-profit and community groups are collecting wireless phones donated by the public that are no longer active and handing them out to victims of domestic violence, taxi drivers, mail carriers, crossing guards, community watch groups, and others.

8.5 Florida E911 Board

The E911 Board is established under Florida Statute §365.172 to administer, with oversight by DMS, the E911 fee imposed under Florida Statute §365.172(8), including:

- Receiving revenues derived from the fee
- Distributing portions of such revenues to providers, counties, and DMS
- Accounting for receipts, distributions, and income derived by the funds maintained in the fund
- Providing annual reports of amounts collected and expended, expenditure justification, and the status of wireless E911 service in this State.

The E911 Board has the power of a corporate body. Its powers are specified in Florida Statute §365.172(6).

8.5.1 Goals

The E911 Board's goal is to make Florida a leader in E911 provisioning and ensure development and implementation of comprehensive technologies to Florida E911 users.

8.5.2 Cost Recovery

Florida Statute §365.172 establishes a maximum 50-cent monthly surcharge to be imposed on each wireless service subscriber with a billing address within the State. The E911 Board may adjust the rate under certain conditions. The E911 Board collects the E911 surcharge from all providers in the state and remits those funds to the counties in accordance with Florida Statute §365.172 and §365.173.

The E911 Board invites WSPs to present a cost-recovery proposal that details their plan to implement and maintain Phase I and Phase II in Florida. The State E911 Plan includes the overall cost to deploy service, both with nonrecurring (one-time) costs and with monthly recurring costs. Upon E911 Board approval, the WSPs may begin service implementation and, once deployed, submit invoices to the E911 Board for payment.

8.5.3 Grants and Fund Distribution

As allocated by the E911 Board, two percent (2%) of the nonwireless E911 fee and three percent (3%) of the wireless E911 fee is used to make monthly distributions to rural counties to help them provide facilities, network, and service enhancements through grants.

Counties that meet the rural county criteria (population under 75,000), as defined by the Florida Association of Counties (FAC), can contact the E911 Board for a grant application. The county will be asked to describe the objective of the grant application and how it concurs with the State E911 Plan. Counties must complete a Needs Statement, which describes their existing E911 system, justifies the proposed project, and provides an approximate implementation period and completion date.

8.5.4 Proprietary Information

Service providers guard their trade secrets, subscriber counts and subscriber information, and other market information closely due to the highly competitive nature of wireless telecommunications. Documents received by the E911 Board, are proprietary or confidential per Florida Statutes §365.174. Any document received by a

county or PSAP, marked *Proprietary* or *Confidential*, should be guarded by the intended recipient. Maps marked *Confidential* should not be displayed in areas to which the public or other providers have access.

8.6 Descriptions of Roles and Responsibilities

8.6.1 Role of the Counties and PSAPs

E911 deployments may be completed with minimal difficulty when standard processes are understood and employed. The following are the steps suggested for each category within the flow of deployment tasks. By understanding each step and its relative order for a successful E911 deployment, efficient planning may be put into practice and unexpected surprises may be avoided. The smoothest implementation will require strong project management skills. With multiple partnerships involved in a wireless deployment, timely completion of each task is critical to successful project management. Typically the county 911 coordinators and providers' project managers' ensure that each participant knows what they need to do, when and why they need to do it, and a specified schedule exists for task completion. The suggested basic steps to be accomplished are outlined as follows:

1. Request service in writing from the Service Provider.
2. Develop an implementation plan in cooperation with the WSP, LEC, PSAP authorities, and third-party database entities.
3. As part of the State E911 Plan, include the following steps:

    - Develop an outline of jurisdictional areas in a map format.
    - Develop a routing strategy, if required, including overflow routing requirements.
    - Provide ESNs and defaults.
    - Prepare wireless MSAG updates.
    - Determine capacity and trunk requirements.
    - Provide PSAPs with Policy and Procedure, trouble reporting, and call trace contacts.
    - Develop a configuration change procedure.
    - Prepare a call-through testing plan.
    - Provide PSAP training.
    - Schedule the cutover.

8.6.2 Role of the 911 Service Provider

LECs provide trunks between the PSAP and LEC end office and typically accept trunks from the WSPs into the appropriate 911 tandem or selective router. These service providers maintain the 911 network and pass 911 calls from WSPs to the PSAPs. Elements of the wireless network may be provided by entities other than the LEC. The following steps are required by LECs when activating service:

- Work together with other service providers and counties to facilitate prompt, reliable, and efficient interconnection of each providers' systems to the existing E911 system.
- Serve as an information source for the existing E911 system infrastructure and operations.
- Negotiate appropriate agreements between LECs and WSPs.
- Process service orders for 911 facilities, trunks, selective routing, and E911 ALI database services as required by WSPs.
- Install and test services with WSPs with final approval resting with the county 911 coordinator.
- Provide ongoing maintenance and support for E911 products and services.

8.6.3 The Role of WSPs

The FCC specifies the responsibility of the WSP to respond to an E911 Phase I and Phase II request from a PSAP in an expedient and professional manner. The following steps/actions should occur:

- Initiate contact with the county 911 coordinator immediately after a Phase I or II request is received.
- Create a Project Plan for implementation of E911 services that is agreeable to both the county 911 coordinator and the WSP.
- WSPs using a third-party provider shall provide a letter of agency (LOA) to the county 911 coordinator and service provider prior to implementation.
- Create radio frequency (RF) coverage maps to provide accurate 911 call routing by cell sector.
- Place an order with the applicable 911 service provider for transport facilities between the WSP and 911 service provider.
- Provide for each county a minimum of two diverse wireless trunks to and from the MTSO to a selective router.
- Work with applicable database managers to ensure correct cell tower data is uploaded.
- Test all facilities with applicable 911 service provider and the county 911 coordinators to ensure complete and accurate connectivity.

- Perform testing with the assistance of the county 911 coordinator and 911 service provider to verify 911 call routing accuracy.
- Ask for acceptance of wireless 911 service from the county 911 coordinator.
- Perform ongoing maintenance of wireless E911 services.
- Configure the Numbering Plan Area (NPA)/Network Numbering Exchange (NXX) for routing numbers that conform to the wireless plan.

8.7 Wireless Technical Considerations

8.7.1 Non Call-Path Associated Signaling (NCAS) Solutions

The NCAS solution delivers the caller's voice and pANI, ESRK (Emergency Service Routing Key)/ESRD (Emergency Service Routing Digit) to the PSAP through the use of routing numbers, but sends the call-back number and location information along a separate data path to the PSAP. The ALI information is provided by the WSPs' third-party database provider. This digital out-of-band signaling, over a separate data path, is what makes this solution stand apart from all other types of call routing. This solution was designed to alleviate the need to upgrade both selective routers and PSAP CPE for purposes of delivering wireless E911 calls and to segment ANI from wireless customer databases. There are several ways that the NCAS solution can be applied to enable various types of Mobile Switching Centers (MSCs) to deliver the required information to the 911 system. This methodology also supports PSAPs with Phase II functionality, without changes to existing selective routers or PSAP CPE. NCAS has two variants: NCAS with ALI Re-direct or Steering and NCAS with a Wireless Integration Device (WID). Specialized selective routers may have different requirements.

8.7.2 Call-Path Associated Signaling (CAS) Solutions

A CAS solution may be employed in areas where 20-digit signaling is available between the selective router and the PSAP. The delivery path or transport trunk must be either Enhanced Multi-Frequency (EMF) or Integrated Services Digital Network (ISDN) signaling. PRI or Basic Rate Interface (BRI) signaling may be used in the ISDN format, but PRI is the most trusted. This solution delivers 20 digits of information (ten-digit ESRD + ten-digit call-back number) directly to the 911 CPE. The routing number is then used to query the ALI database for the cell site location information resident as a static record in the ALI database. It should be noted that when a CAS solution is using Feature Group D (FGD) trunking, instead of an Signaling System 7 (SS7) backbone, the time required to pass 20 digits to the selective router and then the same packets to the PSAP is doubled in relation to the amount of time it takes to send 10 digits over traditional CAMA trunking. Data provisioning in support of a

CAS solution requires that one record be built for every routing record required and the relationship of records to cell sectors is basically one-to-one. No dynamic update occurs in the ALI record at the time of a call.

8.7.3 Hybrid Call Routing

Some LECs have the ability in their tandems to take the NCAS solution and adapt it with WID input. For some PSAPs, this may be an acceptable alternative to their wireless call delivery, when straight CAS delivery is desired, but unavailable. This solution may be very favorable to those PSAPs using a Type 5 ALI database system. This solution is tandem-based and must be managed during the initialization period of Phase I wireless compliance.

8.7.4 Phase II Location Technologies

Private research and development companies are currently developing and testing wireless network solutions and handset-based solutions to Phase II. With the wireless network solutions, location technology is added to the current cell sites to calculate a caller's latitude and longitude. With the handset-based solutions, longitude (X) and latitude (Y) data from satellites orbiting the earth are received by a chip in the handset and sent to the MSC for delivery to the PSAP.

8.7.4.1 How Wireless Location Solutions Work

Wireless network solutions add location technology to cell sites and calculate location information using triangulation methods. When a caller dials 911, two or more cell sites pick up the signal. Computer software analyzes data from the cell sites using a particular method or a hybrid of the following methods: Time Difference of Arrival (TDOA) and Angle of Arrival (AOA).

Time Difference of Arrival (TDOA). The terrestrial Location Determination Technology (LDT) that computes a transmitter's location is based upon the times signals are received at multiple receivers. The advantages to this method are that TDOA may be applied to different wireless technologies and no modification to the handset is required.

Angle of Arrival (AOA). A terrestrial LDT, which computes a transmitter's location, is based upon the angle at which the transmitter's radio signal strikes multiple receivers. The AOA system is an overlay system that fits on the existing wireless network.

8.7.4.2 How Handset Solutions Work

There are multiple handset solutions available. Each uses a variant of GPS technology to obtain location information. The advantage of a GPS solution is its inherent higher rate of accuracy. A challenge to this type of solution is its use around, near, or in skyscrapers, where it is difficult for the handset to receive the GPS data.

Wireless-Assisted Handset Location Solution (A-GPS). This solution uses a GPS receiver in the handset to collect raw data from satellites. The raw data is then sent to equipment located at cell sites and forwarded to network equipment for further processing. This network equipment calculates and sends the latitude, longitude, and other location information to additional network equipment for transmission to the PSAP.

Autonomous GPS Handset Location Solution. This solution uses a complete GPS receiver and processor located in the handset. This stand-alone device does not need any network connections to obtain location information. The on-board processor can send location information through the wireless network overhead data channels or over the voice path using in-band technology.

8.7.5 ANI Display Verses Calling Party Number (CPN) Placement

During any standard wireline 911 call, most basic and enhanced CPE displays the ANI in the upper left corner of the display screen. In advanced CPE, using Intelligent Workstations, equipment masking can be used to display ANI in any screen position to meet program requirements. Wireless Calling Party Numbers (CPNs) or Mobile Identification Numbers (MINs) are being imbedded into the body of the ALI display, masking the CPN in text fields. This masking can cause the call taker to miss the number or confuse it with the pANI. This becomes a training issue as call takers migrate to different PSAPs. Therefore, when functionally feasible with the PSAP's 911 software and equipment or through the database provider, the wireless CPN shall always be placed or programmed into the upper left corner where wireline ANI is displayed.

8.8 Wireless Implementation

8.8.1 WSP Guidelines

The following outline is a typical process for WSP implementation after receipt of the request for Phase I and/or Phase II:

- Obtain E911 Board approval for cost recovery.

- Deliver a Services Order form to the county.
- Complete the Project Plan.
- Receive the approved Service Order form from the county.
- Deliver a questionnaire for PSAP Phase I information to the county.
- Receive the completed PSAP questionnaire from the county.
- Provide the county with site coverage maps.
- Schedule a meeting with the county.
- Deliver address validation form for towers to the county.
- Receive completed address validation form from the county.
- Deliver complete data package to LEC.
- Load data in third-party or in-house database.
- Order trunks from the 911 service provider/set delivery dates.
- Verify trunks are installed and test with the MSC.
- Schedule PSAP call-through testing with the county 911 coordinator.
- Perform call routing and database error resolution.
- Deliver a Service Acceptance form to the county.
- Receive the completed Service Acceptance form from the county.
- Collect and review LEC invoices.
- Invoice the E911 Board.
- Close the project.

8.8.2 Initial Contact

Initial contact should be made with LEC technical and marketing representatives to determine each LECs ability to provide E911 services and their preferred technology.

8.8.3 Determine Wireless Network Configurations

- Determine service options.
- Evaluate and structure service agreements, if applicable.

8.8.4 Registered/Certified Letter

Since wireless Phase I and II have been reported as complete in all Florida counties, each county should have

registered notification letters sent to their respective WSP(s) requesting Phase I and II service. If an example letter is needed for a new service provider in the county service area, a copy is available for reference at the DMS office.

8.8.5 PSAP CPE Considerations

8.8.5.1 Potential Impacts to E911 CPE

When considering a CPE solution, the following E911 components may be affected, depending on the selected CPE solution:

- Equipment
- Trunk configurations
- ALI display formats
- Mapping
- CAD systems

8.8.5.2 Wireless Phase I Implementation

Wireless Phase I implementation may have an impact on existing PSAP CPE in the areas of trunk/position quantities and configuration ANI/ALI systems and mapping systems. This impact may require the PSAP CPE to be modified, enhanced, or replaced. PSAP CPE implementation considerations include trunks and positions, ANI, ALI, and mapping.

8.8.5.3 Trunks and Positions

Under most scenarios, wireless Phase I will increase the call volume and holding times above those experienced at the PSAP under pre-Phase I deployment. This will be especially true if the PSAP previously did not receive wireless calls. The result may be a requirement to add trunks and/or positions to handle the potential increase in call volume. Likewise, the decision to segregate, or not segregate, wireless trunks and/or positions will have a similar impact. Trunk and position port capacity on the CPE system should be reviewed with the CPE vendor and any appropriate action taken to ensure an adequate number of position ports are available for expansion purposes at each PSAP.

8.8.5.4 ANI

The FCC Order 94-102 requires that a PSAP (county) must be capable of receiving and using Phase I service. At the PSAP, this equates to being able to receive possibly 8, 10, or 20 digits of ANI information, depending on the type of network configuration (CAS, NCAS, or hybrid) used by the WSP and ILEC to deliver the wireless 911 call and data to the PSAP. System capabilities should be reviewed with the equipment provider and upgrades made, as required.

8.8.5.5 ALI

Phase I data (pANI, cell tower location information, and mobile call-back number) may be totally or partially delivered to the PSAP using the ALI system. The system may be a centralized system provided by the ILEC, a PSAP stand-alone system, or jointly provided systems by the ILEC and a third-party database provider on behalf of the WSP.

All ALI delivery systems require the display of Phase I data at the call taker position. As a result of the additional wireless data, the ALI display controller programs of the PSAP CPE may need to be modified to allow the presentation of the data on the call takers ALI screen.

Stand Alone ALI systems (ALI system contained on PSAP CPE) are restricted to using the CAS network/ALI configuration, unless the PSAP connects to the ILEC centralized ALI or third-party ALI databases for delivery of Wireless ALI data to the call taker. Connections to multiple ALI data providers could prove problematic. The PSAPs are advised to verify with the CPE provider whether the system will support input from multiple databases.

8.8.5.6 Mapping

Computerized mapping is not a mandatory requirement for wireless 911. However, is beneficial for Phase I and absolutely encouraged for Phase II. Phase I location information is provided in text to the call taker through the ALI screen; however, a graphic image enhances the usefulness of that information. In Phase II, wireless companies provide X, Y coordinate data for the caller's location. This data is of little value in text format and a mapping system is needed to graphically display the location.

Mapping systems are varied (see mapping Section 4.6). The ideal solutions have map displays for call takers that are automatically *triggered* through the ANI/ALI data stream through the PSAP CPE. A mapping system may be

integrated with a PC-Based PSAP CPE, an interfaced CAD system, or a separate county GIS mapping system. Discussions with the appropriate PSAP CPE, CAD, or mapping system vendor(s) are encouraged to determine existing system capabilities, interfaces, and new system options for map displays of wireless call data.

8.8.6 Phase II Capabilities

The additional requirements and wireless ALI data used in Phase II may require additional PSAP CPE, CAD, or mapping system enhancements or upgrades. Phase II requirements should have been considered during the Phase I review and PSAP CPE selection processes.

8.8.7 Contracts, Service Orders, and Documentation

Certain information, such as RF coverage maps, wireless subscriber counts, and other information, may be considered by the WSPs as proprietary and confidential. Due to the competitive nature of the wireless industry, WSPs seek to limit the availability of this information to a small number of people on a need-to-know basis.

Before a WSP representative shares proprietary information with a PSAP or county, they may require a non-disclosure agreement or a service order or agreement containing non-disclosure language. Agreements requiring the information to be kept confidential are a standard practice. The E911 Board has approved a standard service order form that may be used, or the WSPs and counties may choose to negotiate other documents.

Although the FCC Order 94-102 does not require service agreements, contracts, or non-disclosure agreements and does not address the issue of the confidentiality of proprietary information. Some WSPs have national policies, which require an agreement before they will turn up service. It is incumbent upon the county and WSPs to come to an agreement on the content of these documents.

8.8.8 Call-Handling Options

Wireless call handling in the PSAP may alter previous call-handling options, in cases where managed wireless and wireline trunk groups are required by the county 911 coordinator. The county 911 coordinator and governing authority must examine the area, in which the PSAP operates, local daytime travel patterns, past call volume on wireline trunks, and current and future county or jurisdictional wireless tower growth.

Under Phase I wireless compliance, a 911 call is sent to the tandem, then sent over a trunk directly to the PSAP. The county 911 coordinator must determine whether to route all calls to the main PSAP, establish a Wireless Call

PSAP, route land and wireless calls on separate trunks, allow all 911 calls to remain on undivided 911 trunks, add more trunks to handle wireless call volume, and/or add MIS software to analyze trunk usage and call growth. A P.01 grade of service will not help resolve call congestion problems caused by wireless congestion. Congestion relief will come from deployment of proper trunk management schemes.

ALI mapping considerations will help determine call-handling options. If advanced ALI mapping software is in place in the PSAP, trunking considerations, about how to handle ALI input, must be reviewed to utilize the maximum capabilities of the geographic positioning currently available. In addition, the available ALI mapping options must be reviewed for Phase II implementation. These options will help determine how and whether NCAS or CAS call trunking will work with the PSAPs mapping scenario.

8.8.9 Data Collection and Database Maintenance

The data collection and database maintenance process is ongoing for Phase I and II. Both the WSP and the county 911 coordinator will need to continue to be involved in the process and communicate, when new sites are added to the network, existing sites are altered or taken out of service, or when the county 911 coordinator changes MSAG addresses and/or ESN boundaries.

8.8.10 Data Collection Steps

The first step in the data collection process begins with the WSP providing a list of site addresses to the county 911 coordinator to validate those addresses against the MSAG. The county 911 coordinator should compare each site address to the MSAG and provide the WSP with a corrected or verified list. The characters and spaces in the MSAG must be identical to those in the list provided by the county 911 coordinator back to the WSP with respect to street name spellings, abbreviations, pre- and post-directional abbreviations, community name spellings, and street numbers.

More than one WSP may have equipment located on the same tower. This is called *tower co-location*. The county 911 coordinator may use the same address for all WSPs on a single tower or create separate addresses for each WSP.

When submitting MSAG ledger information, the county 911 coordinator must take into account the correct ESN, or call routing scenario, based on the direction that each cell sector on each tower faces. For example, a tower, located close to a county line or different jurisdictional response demarcation, may need to route calls differently

on the same tower, depending on which direction a cell sector is facing. Therefore, an ESN should be verified for each cell sector on each tower. (See radio frequency discussion in Section 8.8.11.)

The WSP will take the corrected list received from the county 911 coordinator, attach ANIs or ESRDs to the addresses along with other site specific information, and send those records to the county's ALI database provider, where it will be added to the ALI and selective router databases. If the address sent by the WSP does not identically match the address in the MSAG, the record will generate an error message. Calls coming from a cell face with a record in error will result in a No Record Found or similar ALI display and be routed to the default PSAP. The problem will continue until the error is corrected.

If a county 911 coordinator makes ESN boundary or number range changes to the MSAG that effect a cell site after it is already in the ALI database, the record will create an error. WSPs should be notified in advance of changes. Concurrently, county 911 coordinators must make changes to their database when cell tower location or sector changes occur. WSPs must notify county 911 coordinators in advance of these changes.

Some ALI database providers take up to 60 hours to transfer data to a 911 tandem once an update is received. County 911 coordinators and WSPs should keep this in mind when processing updates.

WSPs must depend on permit departments, 911 divisions, community development divisions, and other local government entities to provide addresses for cell towers. Sometimes the information provided to the WSP is not an accurate address in the 911 MSAG. The county 911 coordinator and WSPs should work together to obtain MSAG valid addresses. This may involve the service provider providing a site map or driving directions and asking the county 911 coordinator to help address the tower.

Depending on the PSAPs 911 service provider or LEC, some data appearing on the ALI screen may be customized to meet the PSAPs needs.

8.8.11 Radio Frequency (RF) Coverage

County 911 coordinators may request an RF coverage map or tabular data of the sites located within the County's PSAP boundaries as well as sites in adjacent counties, where RF coverage may overlap county PSAP boundaries. Not all service providers use the same RF mapping programs, so the maps may differ between service providers. Some service providers are willing to provide RF coverage in electronic format at the county 911 coordinators' request. If service provider mapping programs are incompatible with the PSAPs, the PSAP may need to change or

upgrade their software or have a conversion program written. Generally, WSPs who provide RF data in electronic format are willing to provide updates on a quarterly basis.

Note: Cell sites may be added, altered, and even moved at any time. A RF map is only a snapshot of possible coverage at the time it is created. Because of the unstable nature of RF coverage, maps are unreliable and outdated soon after they are created. Anyone using the maps should understand a call delivered by a specific tower address may or may not be located within the RF coverage area for that tower as displayed on the map. Most cell sites, when all facilities are busy, are designed to pass calls to the closest available tower. Therefore, a caller can potentially be located some distance outside the RF coverage area displayed on the map.

RF coverage maps can be used to determine which direction a cell faces in determining to which PSAP the call should be routed. Some service providers have the ability to route faces from the same tower to different PSAPs. This is helpful with sites near PSAP boundaries.

Note: To route faces from the same tower to different PSAPs may require a separate and unique address in the MSAG with the corresponding correct ESN for each cell sector.

Note: PSAPs using the *Exclusive Method* (see Section 8.2.5.1.2 for definition) of connecting wireless 911 calls to dedicated wireless 911 trunks, the address of the cell tower must be unique in the MSAG and have the wireless ESN assigned to that address (e.g., Street Name Sector A, Street Name Sector B).

The PSAP can create digital GIS shape file maps from RF coverage maps, which will depict the cell face coverage as a stand-alone polygon. The polygons can be color coded to show the RF decibels (db) power relationship of each cell face. Geographical details may be included in the map. When the 911 calls are received, the pANI assigned to the associated cell sector can be used to initiate a digital map display of the appropriate cell sector polygon at the 911 answering position. This display, along with location information obtained from the cellular caller can be used in conjunction with the GIS Common Place Name file in an attempt to determine the caller's physical location.

8.8.12 Testing

Once the trunk facilities and database are in place, and the PSAP is ready to accept calls, it is necessary to test the system for accuracy and reliability. The WSP and LEC will conduct tests on the trunk lines to ensure they are working correctly.

8.8.12.1 Call-through Testing

The WSP will need to contact the county 911 coordinator to obtain approval and schedule call-through testing. Because of the tendency of 911 calls to peak at certain times of the day, such as rush hour, the WSP will need to schedule testing outside of the PSAPs peak hours.

Call-through testing requires WSPs to test each sector. During call-through testing, the WSP technician will ask the PSAP call taker to verify the information displayed on the ALI screen, such as the address, call-back number, and pANI, ESRD, or ESRK. Incorrect information and improperly routed calls should be noted and the information forwarded to the appropriate entities for resolution.

Note: Appropriate training at the PSAP level is needed for call takers to understand the variable nature of RF and some of the possible scenarios for a caller being physically located quite some distance from the tower address on the ALI display.

8.8.13 Error Resolution and Misroutes

Misroutes: It is important, during the testing phase as well as after service has been implemented, that PSAPs continue to report misroutes, Record Not Found issues, and other 911 failures involving wireless calls through normal reporting mechanisms. Call takers should be trained to recognize 911 system problems and report them through pre-approved channels on the proper forms. The LEC will investigate, and if necessary, forward the complaint to the WSP for resolution.

8.8.14 Training

Before and after implementation of enhanced wireless 911, the county should schedule training for 911 telecommunicators about the idiosyncrasies of wireless telephone technologies and their interconnection to 911.

8.8.15 Wireless Callers' Location

Telecommunicators should be instructed in how to use transmitted information (if tower locations are provided as part of Phase I, or as a default for Phase II) to approximate the caller's location based on the tower location and cell sector orientation, when a failure to transmit the caller's location occurs. However, when wireless towers

become busy, a call signal may be transmitted from a tower location more distant from the caller. This factor should also be considered and understood by telecommunicators.

8.8.16 Wireless ALI Confidence Factor

Telecommunicators should be instructed as to how to determine the reliability and accuracy of the caller location data transmitted using Phase II technology. Procedures should be developed for dealing with how the PSAP treats calls having varying degrees of accuracy.

8.8.17 PSAP Wireless Testing Program

The county 911 coordinator and the PSAP personnel should develop and maintain a WSP system test program to continually verify system operation and reinforce call answering procedures. Individual provider technologies should be tested to determine expectations and performance. It is recommended that these tests should include various locations throughout the county and should include outside, inside and mobile testing. Reoccurring testing should be conducted to assess changes in the system. The wireless service providers should be notified of any malfunctions or deficiencies in the call processing.

8.8.18 Wireless Rebid and Answering Procedures

Call takers should be informed of the service provider technology performance, class of service and any limitations in the PSAP service area. This should include the rebid actions required to obtain updated call location information from the service provider. After call arrival, all wireless 911 calls should be rebid after 30 seconds to obtain improved location information. This should be done regardless of the initial class of service. The use of automatic rebids should be verified with the service provider and the CPE provider to assure that the timing is set within the service provider and that there are no inherent issues with the call processing.

8.9 Local Number Portability

Local Number Portability (LNP) issues apply to wireless, wireline, and VoIP services, whereby customers may keep the same phone number, but change the phone service provider or type of phone service technology back and forth, as long as they remain in the same geographic region. Number portability may require only a couple of hours or several days for the service provider to complete. When a customer changes service provider, but keeps their telephone number, there may be a *mixed service period.* This is a period during which both services, having the same number, are activated, and both devices are capable of dialing 911 and generating the same ANI. This

occurs because both accounts are simultaneously resident in ALI databases. Numerous calling scenarios exist during the mixed service period each having a potential negative impact by providing misinformation to the PSAP. PSAPs must be aware of the problem of the mixed service period and react accordingly. As always, call takers should rely on verbal confirmations of the 911 caller's location whenever possible.

8.10 Automatic Collision Notification (ACN)

With the technological growth of wireless programs, ACN is currently being installed in millions of vehicles and will eventually become a standard feature in most automobiles. Depending on the specific vendor, some ACN devices attempt to directly access the PSAP, rather than initially routing the notification to the ACN vendor. ACN devices, referred to as *telematic devices*, have advanced to the point of sending airbag status, vehicle velocity data, and other data that may overwhelm call takers. Direct ACN links to PSAPs will become a major management issue that needs to be reviewed in detail to ensure that all liability issues are fully understood and addressed by the responsible county government agency. Any written policies concerning 911 calls from telematic devices should be completed, before initializing direct access service for telematics. Before ACN direct access is approved, ACN calls may be routed over PSTN lines to a 24 hours per day, seven days per week administrative line in the PSAP.

8.11 Mobile Satellite Service Considerations

Mobile satellite service providers that interconnect to the PSTN are required by the FCC to establish call centers to route their subscriber's 911 calls to an appropriate PSAP. Currently, these calls are routed over PSTN lines to a 24 hours per day, seven days per week administrative line in the PSAP. These call centers are supposed to verify the caller's number and location and transfer or forward the call to the appropriate PSAP.

8.12 Level of Service

One of the many developmental goals of E911 systems has been achieving a P.01 level of service end-to-end, throughout the E911 network. The ability to have an average of only one busy response per 100 attempted calls has been a reliability trademark of the wireline service. However, because of the technological capabilities currently available to the WSP, and the potential massive wireless call volume that may be generated by a single incident, such as a widespread disaster, a P.01 level of service is not and probably may never be fully achieved over the wireless call network. However, the P.01 level of service remains attainable and is a recommended standard for the remaining (nonwireless) portion of the network. PSAPs should institute congestion management control of their 911 trunks by properly default routing overflow calls, thereby, ensuring reliable service operations

without wireless saturation.

8.13 New Technologies

As technology changes, call takers and telecommunicators should be instructed as to how these changes will affect their 911 operational procedures. Florida's counties inherently have varying circumstances affecting operations, and one policy or set of policies may not be the best fit for each PSAP. It is incumbent on county 911 coordinators to determine the best procedures to accommodate changing technological environments and provide the best 911 service that can be provided.[178]

[178] set forth in Rule 60FF-6.004(3)(c)

Appendix

A

Select Year: 2010 Go

The 2010 Florida Statutes

Title XXVII
RAILROADS AND OTHER REGULATED UTILITIES

Chapter 365
USE OF TELEPHONES AND FACSIMILE MACHINES

View Entire Chapter

365.171 Emergency communications number E911 state plan.—

(1) SHORT TITLE.—This section may be cited as the "Florida Emergency Communications Number E911 State Plan Act."

(2) LEGISLATIVE INTENT.—It is the intent of the Legislature that the communications number "911" be the designated emergency communications number. A public safety agency may not advertise or otherwise promote the use of any communications number for emergency response services other than "911." It is further the intent of the Legislature to implement and continually update a cohesive statewide emergency communications number "E911" plan for enhanced 911 services which will provide citizens with rapid direct access to public safety agencies by accessing "911" with the objective of reducing the response time to situations requiring law enforcement, fire, medical, rescue, and other emergency services.

(3) DEFINITIONS.—As used in this section, the term:

(a) "Office" means the Technology Program within the Department of Management Services, as designated by the secretary of the department.

(b) "Local government" means any city, county, or political subdivision of the state and its agencies.

(c) "Public agency" means the state and any city, county, city and county, municipal corporation, chartered organization, public district, or public authority located in whole or in part within this state which provides, or has authority to provide, firefighting, law enforcement, ambulance, medical, or other emergency services.

(d) "Public safety agency" means a functional division of a public agency which provides firefighting, law enforcement, medical, or other emergency services.

(4) STATE PLAN.—The office shall develop, maintain, and implement appropriate modifications for a statewide emergency communications E911 system plan. The plan shall provide for:

(a) The public agency emergency communications requirements for each entity of local government in the state.

(b) A system to meet specific local government requirements. Such system shall include law enforcement, firefighting, and emergency medical services and may include other emergency services such as poison control, suicide prevention, and emergency management services.

(c) Identification of the mutual aid agreements necessary to obtain an effective E911 system.

(d) A funding provision that identifies the cost necessary to implement the E911 system.

The office shall be responsible for the implementation and coordination of such plan. The office shall adopt any necessary rules and schedules related to public agencies for implementing and coordinating the plan, pursuant to chapter 120.

(5) SYSTEM DIRECTOR.—The secretary of the department or his or her designee is designated as the director of the statewide emergency communications number E911 system and, for the purpose of carrying out the provisions of this section, is authorized to coordinate the activities of the

system with state, county, local, and private agencies. The director in implementing the system shall consult, cooperate, and coordinate with local law enforcement agencies.

(6) REGIONAL SYSTEMS.—This section does not prohibit or discourage the formation of multijurisdictional or regional systems; and any system established pursuant to this section may include the jurisdiction, or any portion thereof, of more than one public agency. It is the intent of the Legislature that E911 service be available throughout the state. Expenditure by counties of the E911 fee authorized and imposed under s. 365.172 should support this intent to the greatest extent feasible within the context of local service needs and fiscal capability. This section does not prohibit two or more counties from establishing a combined emergency E911 communications service by an interlocal agreement and using the fees authorized and imposed by s. 365.172 for such combined E911 service.

(7) TELECOMMUNICATIONS INDUSTRY COORDINATION.—The office shall coordinate with the Florida Public Service Commission which shall encourage the Florida telecommunications industry to activate facility modification plans for timely E911 implementation.

(8) COIN TELEPHONES.—The Florida Public Service Commission shall establish rules to be followed by the telecommunications companies in this state designed toward encouraging the provision of coin-free dialing of "911" calls wherever economically practicable and in the public interest.

(9) SYSTEM APPROVAL.—No emergency communications number E911 system shall be established and no present system shall be expanded without prior approval of the office.

(10) COMPLIANCE.—All public agencies shall assist the office in their efforts to carry out the intent of this section, and such agencies shall comply with the developed plan.

(11) FEDERAL ASSISTANCE.—The secretary of the department or his or her designee may apply for and accept federal funding assistance in the development and implementation of a statewide emergency communications number E911 system.

(12) CONFIDENTIALITY OF RECORDS.—Any record, recording, or information, or portions thereof, obtained by a public agency or a public safety agency for the purpose of providing services in an emergency and which reveals the name, address, telephone number, or personal information about, or information which may identify any person requesting emergency service or reporting an emergency by accessing an emergency communications E911 system is confidential and exempt from the provisions of s. 119.07(1) and s. 24(a), Art. I of the State Constitution, except that such record or information may be disclosed to a public safety agency. The exemption applies only to the name, address, telephone number or personal information about, or information which may identify any person requesting emergency services or reporting an emergency while such information is in the custody of the public agency or public safety agency providing emergency services. A telecommunications company or commercial mobile radio service provider shall not be liable for damages to any person resulting from or in connection with such telephone company's or commercial mobile radio service provider's provision of any lawful assistance to any investigative or law enforcement officer of the State of Florida or political subdivisions thereof, of the United States, or of any other state or political subdivision thereof, in connection with any lawful investigation or other law enforcement activity by such law enforcement officer unless the telecommunications company or commercial mobile radio service provider acted in a wanton and willful manner.

History.— ss. 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, ch. 74-357; s. 3, ch. 76-168; ss. 1, 2, ch. 76-272; s. 1, ch. 77-457; ss. 3, 4, ch. 80-275; s. 38, ch. 83-334; ss. 1, 2, ch. 85-317; s. 24, ch. 87-225; s. 1, ch. 87-259; s. 1, ch. 88-231; s. 1, ch.

89-264; s. 3, ch. 90-305; s. 110, ch. 90-360; s. 1, ch. 91-100; s. 297, ch. 92-279; s. 55, ch. 92-326; s. 1, ch. 93-171; s. 1, ch. 96-229; s. 168, ch. 96-406; s. 1, ch. 98-276; s. 97, ch. 98-279; s. 50, ch. 99-399; s. 10, ch. 2000-334; s. 1, ch. 2001-71; s. 1, ch. 2001-133; s. 106, ch. 2001-266; s. 3, ch. 2005-171; s. 1, ch. 2007-78.

Disclaimer: The information on this system is unverified. The journals or printed bills of the respective chambers should be consulted for official purposes. Copyright © 2000-2006 State of Florida.

Select Year: 2010 Go

The 2010 Florida Statutes

Title XXVII
RAILROADS AND OTHER REGULATED UTILITIES

Chapter 365
USE OF TELEPHONES AND FACSIMILE MACHINES

View Entire Chapter

365.172 Emergency communications number "E911."—

(1) SHORT TITLE.—This section may be cited as the "Emergency Communications Number E911 Act."

(2) LEGISLATIVE INTENT.—It is the intent of the Legislature to:

(a) Establish and implement a comprehensive statewide emergency telecommunications number system that will provide users of voice communications services within the state rapid direct access to public safety agencies by accessing the telephone number "911."

(b) Provide funds to counties to pay certain costs associated with their E911 or 911 systems, to contract for E911 services, and to reimburse wireless telephone service providers for costs incurred to provide 911 or E911 services.

(c) Levy a reasonable fee on users of voice communications services, unless otherwise provided in this section, to accomplish these purposes.

(d) Provide for an E911 board to administer the fee, with oversight by the office, in a manner that is competitively and technologically neutral as to all voice communications services providers.

(e) 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 competitively and technologically neutral as to all voice communications services providers.

It is further the intent of the Legislature that the fee authorized or imposed by this section not necessarily provide the total funding required for establishing or providing E911 service.

(3) DEFINITIONS.—Only as used in this section and ss. 365.171, 365.173, and 365.174, the term:

(a) "Answering point" means the public safety agency that receives incoming 911 calls and dispatches appropriate public safety agencies to respond to the calls.

(b) "Authorized expenditures" means expenditures of the fee, as specified in subsection (9).

(c) "Automatic location identification" means the capability of the E911 service which enables the automatic display of information that defines the approximate geographic location of the wireless telephone, or the location of the address of the wireline telephone, used to place a 911 call.

(d) "Automatic number identification" means the capability of the E911 service which enables the automatic display of the service number used to place a 911 call.

(e) "Board" or "E911 Board" means the board of directors of the E911 Board established in subsection (5).

(f) "Building permit review" means a review for compliance with building construction standards adopted by the local government under chapter 553 and does not include a review for compliance with land development regulations.

(g) "Collocation" means the situation when a second or subsequent wireless provider uses an existing structure to locate a second or subsequent antennae. The term includes the ground,

platform, or roof installation of equipment enclosures, cabinets, or buildings, and cables, brackets, and other equipment associated with the location and operation of the antennae.

(h) "Designed service" means the configuration and manner of deployment of service the wireless provider has designed for an area as part of its network.

(i) "E911" is the designation for an enhanced 911 system or enhanced 911 service that is an emergency telephone system or service that provides a subscriber with 911 service and, in addition, directs 911 calls to appropriate public safety answering points by selective routing based on the geographical location from which the call originated, or as otherwise provided in the state plan under s. 365.171, and that provides for automatic number identification and automatic location-identification features. E911 service provided by a wireless provider means E911 as defined in the order.

(j) "Existing structure" means a structure that exists at the time an application for permission to place antennae on a structure is filed with a local government. The term includes any structure that can structurally support the attachment of antennae in compliance with applicable codes.

(k) "Fee" means the E911 fee authorized and imposed under subsection (8).

(l) "Fund" means the Emergency Communications Number E911 System Fund established in s. 365.173 and maintained under this section for the purpose of recovering the costs associated with providing 911 service or E911 service, including the costs of implementing the order. The fund shall be segregated into wireless and nonwireless categories.

(m) "Historic building, structure, site, object, or district" means any building, structure, site, object, or district that has been officially designated as a historic building, historic structure, historic site, historic object, or historic district through a federal, state, or local designation program.

(n) "Land development regulations" means any ordinance enacted by a local government for the regulation of any aspect of development, including an ordinance governing zoning, subdivisions, landscaping, tree protection, or signs, the local government's comprehensive plan, or any other ordinance concerning any aspect of the development of land. The term does not include any building construction standard adopted under and in compliance with chapter 553.

(o) "Local exchange carrier" means a "competitive local exchange telecommunications company" or a "local exchange telecommunications company" as defined in s. 364.02.

(p) "Local government" means any municipality, county, or political subdivision or agency of a municipality, county, or political subdivision.

(q) "Medium county" means any county that has a population of 75,000 or more but less than 750,000.

(r) "Mobile telephone number" or "MTN" means the telephone number assigned to a wireless telephone at the time of initial activation.

(s) "Nonwireless category" means the revenues to the fund received from voice communications services providers other than wireless providers.

(t) "Office" means the Technology Program within the Department of Management Services, as designated by the secretary of the department.

(u) "Order" means:

1. The following orders and rules of the Federal Communications Commission issued in FCC Docket No. 94-102:

a. Order adopted on June 12, 1996, with an effective date of October 1, 1996, the amendments to s. 20.03 and the creation of s. 20.18 of Title 47 of the Code of Federal Regulations

adopted by the Federal Communications Commission pursuant to such order.

b. Memorandum and Order No. FCC 97-402 adopted on December 23, 1997.

c. Order No. FCC DA 98-2323 adopted on November 13, 1998.

d. Order No. FCC 98-345 adopted December 31, 1998.

2. Orders and rules subsequently adopted by the Federal Communications Commission relating to the provision of 911 services, including Order Number FCC-05-116, adopted May 19, 2005.

(v) "Prepaid calling arrangements" has the same meaning as defined in s. 212.05(1)(e).

(w) "Public agency" means the state and any municipality, county, municipal corporation, or other governmental entity, public district, or public authority located in whole or in part within this state which provides, or has authority to provide, firefighting, law enforcement, ambulance, medical, or other emergency services.

(x) "Public safety agency" means a functional division of a public agency which provides firefighting, law enforcement, medical, or other emergency services.

(y) "Rural county" means any county that has a population of fewer than 75,000.

(z) "Service identifier" means the service number, access line, or other unique subscriber identifier assigned to a subscriber and established by the Federal Communications Commission for purposes of routing calls whereby the subscriber has access to the E911 system.

(aa) "Tower" means any structure designed primarily to support a wireless provider's antennae.

(bb) "Voice communications services" means two-way voice service, through the use of any technology, which actually provides access to E911 services, and includes communications services, as defined in s. 202.11, which actually provide access to E911 services and which are required to be included in the provision of E911 services pursuant to orders and rules adopted by the Federal Communications Commission. The term includes voice-over-Internet-protocol service. For the purposes of this section, the term "voice-over-Internet-protocol service" or "VoIP service" means interconnected VoIP services having the following characteristics:

1. The service enables real-time, two-way voice communications;

2. The service requires a broadband connection from the user's locations;

3. The service requires IP-compatible customer premises equipment; and

4. The service offering allows users generally to receive calls that originate on the public switched telephone network and to terminate calls on the public switched telephone network.

(cc) "Voice communications services provider" or "provider" means any person or entity providing voice communications services, except that the term does not include any person or entity that resells voice communications services and was assessed the fee by its resale supplier.

(dd) "Wireless 911 system" or "wireless 911 service" means an emergency telephone system or service that provides a subscriber with the ability to reach an answering point by accessing the digits "911."

(ee) "Wireless category" means the revenues to the fund received from a wireless provider.

(ff) "Wireless communications facility" means any equipment or facility used to provide service and may include, but is not limited to, antennae, towers, equipment enclosures, cabling, antenna brackets, and other such equipment. Placing a wireless communications facility on an existing structure does not cause the existing structure to become a wireless communications facility.

(gg) "Wireless provider" means a person who provides wireless service and:

1. Is subject to the requirements of the order; or

2. Elects to provide wireless 911 service or E911 service in this state.

(hh) "Wireless service" means "commercial mobile radio service" as provided under ss. 3(27) and 332(d) of the Federal Telecommunications Act of 1996, 47 U.S.C. ss. 151 et seq., and the Omnibus Budget Reconciliation Act of 1993, Pub. L. No. 103-66, August 10, 1993, 107 Stat. 312. The term includes service provided by any wireless real-time two-way wire communication device, including radio-telephone communications used in cellular telephone service; personal communications service; or the functional or competitive equivalent of a radio-telephone communications line used in cellular telephone service, a personal communications service, or a network radio access line. The term does not include wireless providers that offer mainly dispatch service in a more localized, noncellular configuration; providers offering only data, one-way, or stored-voice services on an interconnected basis; providers of air-to-ground services; or public coast stations.

(4) POWERS AND DUTIES OF THE OFFICE.—The office shall oversee the administration of the fee authorized and imposed on subscribers of voice communications services under subsection (8).

(5) THE E911 BOARD.—

(a) The E911 Board is established to administer, with oversight by the office, the fee imposed under subsection (8), including receiving revenues derived from the fee; distributing portions of the revenues to wireless providers, counties, and the office; accounting for receipts, distributions, and income derived by the funds maintained in the fund; and providing annual reports to the Governor and the Legislature for submission by the office on amounts collected and expended, the purposes for which expenditures have been made, and the status of E911 service in this state. In order to advise and assist the office in carrying out the purposes of this section, the board, which shall have the power of a body corporate, has the powers enumerated in subsection (6).

(b) The board shall consist of nine members, one of whom must be the system director designated under s. 365.171(5), or his or her designee, who shall serve as the chair of the board. The remaining eight members of the board shall be appointed by the Governor and must be composed of four county 911 coordinators, consisting of a representative from a rural county, a representative from a medium county, a representative from a large county, and an at-large representative recommended by the Florida Association of Counties in consultation with the county 911 coordinators; two local exchange carrier members, one of which must be the local exchange carrier having the greatest number of access lines in the state; and two members from the wireless telecommunications industry recommended by the Florida Telecommunications Industry Association in consultation with the wireless telecommunications industry. In recommending members from the wireless telecommunications industry, consideration must be given to wireless providers who are not affiliated with local exchange carriers. Not more than one member may be appointed to represent any single provider on the board.

(c) The system director, designated under s. 365.171(5), or his or her designee, must be a permanent member of the board. Each of the remaining eight members of the board shall be appointed to a 4-year term and may not be appointed to more than two successive terms. However, for the purpose of staggering terms, two of the original board members shall be appointed to terms of 4 years, two shall be appointed to terms of 3 years, and four shall be appointed to terms of 2 years, as designated by the Governor. A vacancy on the board shall be filled in the same manner as the original appointment.

(d) The first vacancy in a wireless provider representative position occurring after July 1, 2007, must be filled by appointment of a local exchange company representative. Until the

appointment is made, there shall be only one local exchange company representative serving on the board, notwithstanding any other provision to the contrary.

(6) AUTHORITY OF THE BOARD; ANNUAL REPORT.—

(a) The board shall:

1. Administer the E911 fee.

2. Implement, maintain, and oversee the fund.

3. Review and oversee the disbursement of the revenues deposited into the fund as provided in s. 365.173.

a. The board may establish a schedule for implementing wireless E911 service by service area, and prioritize disbursements of revenues from the fund to providers and rural counties as provided in s. 365.173(2)(d) and (g) pursuant to the schedule, in order to implement E911 services in the most efficient and cost-effective manner.

b. Revenues in the fund which have not been disbursed because sworn invoices as required by s. 365.173(2)(d) have not been submitted to the board may be used by the board as needed to provide grants to counties for the purpose of upgrading E911 systems. The counties must use the funds only for capital expenditures directly attributable to establishing and provisioning E911 services, which may include next-generation deployment. Prior to the distribution of grants, the board shall provide 90 days' written notice to all counties and publish electronically an approved application process. County grant applications shall be prioritized based on the availability of funds, current system life expectancy, system replacement needs, and Phase II compliance per the Federal Communications Commission. No grants will be available to any county for next-generation deployment until all counties are Phase II complete. The board shall take all actions within its authority to ensure that county recipients of such grants use these funds only for the purpose under which they have been provided and may take any actions within its authority to secure county repayment of grant revenues upon determination that the funds were not used for the purpose under which they were provided.

c. The board shall reimburse all costs of a wireless provider in accordance with s. 365.173(2)(d) before taking any action to transfer additional funds.

d. By September 1, 2007, the board shall authorize the transfer of up to $15 million to the counties from existing money within the fund established under s. 365.173(1). The money shall be disbursed equitably to all of the counties using a timeframe and distribution methodology established by the board before September 1, 2007, in order to prevent a loss to the counties in the ordinary and expected time value of money caused by any timing delay in remittance to the counties of wireline fees caused by the one-time transfer of collecting wireline fees by the counties to the board. All disbursements for this purpose must be returned to the fund from future remittances by the nonwireless category.

e. After taking the action required in sub-subparagraphs a.-d., the board may review and, with all members participating in the vote, adjust the percentage allocations or adjust the amount of the fee, or both, under paragraph (8)(h), and, if the board determines that the revenues in the wireless category exceed the amount needed to reimburse wireless providers for the cost to implement E911 services, the board may transfer revenue to the counties from the existing funds within the wireless category. The board shall disburse the funds equitably to all counties using a timeframe and distribution methodology established by the board.

4. Review documentation submitted by wireless providers which reflects current and projected funds derived from the fee, and the expenses incurred and expected to be incurred in order to

comply with the E911 service requirements contained in the order for the purposes of:

a. Ensuring that wireless providers receive fair and equitable distributions of funds from the fund.

b. Ensuring that wireless providers are not provided disbursements from the fund which exceed the costs of providing E911 service, including the costs of complying with the order.

c. Ascertaining the projected costs of compliance with the requirements of the order and projected collections of the fee.

d. Implementing changes to the allocation percentages or adjusting the fee under paragraph (8)(i).

5. Meet monthly in the most efficient and cost-effective manner, including telephonically when practical, for the business to be conducted, to review and approve or reject, in whole or in part, applications submitted by wireless providers for recovery of moneys deposited into the wireless category, and to authorize the transfer of, and distribute, the fee allocation to the counties.

6. Hire and retain employees, which may include an independent executive director who shall possess experience in the area of telecommunications and emergency 911 issues, for the purposes of performing the technical and administrative functions for the board.

7. Make and enter into contracts, pursuant to chapter 287, and execute other instruments necessary or convenient for the exercise of the powers and functions of the board.

8. Sue and be sued, and appear and defend in all actions and proceedings, in its corporate name to the same extent as a natural person.

9. Adopt, use, and alter a common corporate seal.

10. Elect or appoint the officers and agents that are required by the affairs of the board.

11. The board may adopt rules under ss. 120.536(1) and 120.54 to implement this section and ss. 365.173 and 365.174.

12. Provide coordination, support, and technical assistance to counties to promote the deployment of advanced 911 and E911 systems in the state.

13. Provide coordination and support for educational opportunities related to E911 issues for the E911 community in this state.

14. Act as an advocate for issues related to E911 system functions, features, and operations to improve the delivery of E911 services to the residents of and visitors to this state.

15. Coordinate input from this state at national forums and associations, to ensure that policies related to E911 systems and services are consistent with the policies of the E911 community in this state.

16. Work cooperatively with the system director established in s. 365.171(5) to enhance the state of E911 services in this state and to provide unified leadership for all E911 issues through planning and coordination.

17. Do all acts and things necessary or convenient to carry out the powers granted in this section in a manner that is competitively and technologically neutral as to all voice communications services providers, including, but not limited to, consideration of emerging technology and related cost savings, while taking into account embedded costs in current systems.

18. Have the authority to secure the services of an independent, private attorney via invitation to bid, request for proposals, invitation to negotiate, or professional contracts for legal services already established at the Division of Purchasing of the Department of Management Services.

(b) Board members shall serve without compensation; however, members are entitled to per

diem and travel expenses as provided in s. 112.061.

(c) By February 28 of each year, the board shall prepare a report for submission by the office to the Governor, the President of the Senate, and the Speaker of the House of Representatives which addresses for the immediately preceding calendar year:

1. The annual receipts, including the total amount of fee revenues collected by each provider, the total disbursements of money in the fund, including the amount of fund-reimbursed expenses incurred by each wireless provider to comply with the order, and the amount of moneys on deposit in the fund.

2. Whether the amount of the fee and the allocation percentages set forth in s. 365.173 have been or should be adjusted to comply with the requirements of the order or other provisions of this chapter, and the reasons for making or not making a recommended adjustment to the fee.

3. Any other issues related to providing E911 services.

4. The status of E911 services in this state.

(7) REQUEST FOR PROPOSALS FOR INDEPENDENT ACCOUNTING FIRM.—

(a) The board shall issue a request for proposals as provided in chapter 287 for the purpose of retaining an independent accounting firm. The independent accounting firm shall perform all material administrative and accounting tasks and functions required for administering the fee. The request for proposals must include, but need not be limited to:

1. A description of the scope and general requirements of the services requested.

2. A description of the specific accounting and reporting services required for administering the fund, including processing checks and distributing funds as directed by the board under s. 365.173.

3. A description of information to be provided by the proposer, including the proposer's background and qualifications and the proposed cost of the services to be provided.

(b) The board shall establish a committee to review requests for proposals which must include the statewide E911 system director designated under s. 365.171(5), or his or her designee, and two members of the board, one of whom is a county 911 coordinator and one of whom represents a voice communications services provider. The review committee shall review the proposals received by the board and recommend an independent accounting firm to the board for final selection. By agreeing to serve on the review committee, each member of the review committee shall verify that he or she does not have any interest or employment, directly or indirectly, with potential proposers which conflicts in any manner or degree with his or her performance on the committee.

(c) After July 1, 2004, the board may secure the services of an independent accounting firm via invitation to bid, request for proposals, invitation to negotiate, or professional contracts already established at the Division of Purchasing, Department of Management Services, for certified public accounting firms, or the board may hire and retain professional accounting staff to accomplish these functions.

(8) E911 FEE.—

(a) Each voice communications services provider shall collect the fee described in this subsection. Each provider, as part of its monthly billing process, shall bill the fee as follows. The fee shall not be assessed on any pay telephone in the state.

1. Each local exchange carrier shall bill the fee to the local exchange subscribers on a service-identifier basis, up to a maximum of 25 access lines per account bill rendered.

2. Except in the case of prepaid wireless service, each wireless provider shall bill the fee to a subscriber on a per-service-identifier basis for service identifiers whose primary place of use is

within this state. Before July 1, 2013, the fee shall not be assessed on or collected from a provider with respect to an end user's service if that end user's service is a prepaid calling arrangement that is subject to s. 212.05(1)(e).

a. No E911 fee shall be collected from the sale of prepaid wireless service prior to July 1, 2013.

b. For purposes of this section, the term:

(I) "Prepaid wireless service" means the right to access telecommunications services that must be paid for in advance and is sold in predetermined units or dollars enabling the originator to make calls such that the number of units or dollars declines with use in a known amount.

(II) "Prepaid wireless service providers" includes those persons who sell prepaid wireless service regardless of its form, either as a retailer or reseller.

3. All voice communications services providers not addressed under subparagraphs 1. and 2. shall bill the fee on a per-service-identifier basis for service identifiers whose primary place of use is within the state up to a maximum of 25 service identifiers for each account bill rendered.

The provider may list the fee as a separate entry on each bill, in which case the fee must be identified as a fee for E911 services. A provider shall remit the fee to the board only if the fee is paid by the subscriber. If a provider receives a partial payment for a monthly bill from a subscriber, the amount received shall first be applied to the payment due the provider for providing voice communications service.

(b) A provider is not obligated to take any legal action to enforce collection of the fees for which any subscriber is billed. A county subscribing to 911 service remains liable to the provider delivering the 911 service or equipment for any 911 service, equipment, operation, or maintenance charge owed by the county to the provider.

(c) For purposes of this section, the state and local governments are not subscribers.

(d) Each provider may retain 1 percent of the amount of the fees collected as reimbursement for the administrative costs incurred by the provider to bill, collect, and remit the fee. The remainder shall be delivered to the board and deposited by the board into the fund. The board shall distribute the remainder pursuant to s. 365.173.

(e) Effective September 1, 2007, voice communications services providers billing the fee to subscribers shall deliver revenues from the fee to the board within 60 days after the end of the month in which the fee was billed, together with a monthly report of the number of service identifiers in each county. Each wireless provider and other applicable provider identified in subparagraph (a)3. shall report the number of service identifiers for subscribers whose place of primary use is in each county. All provider subscriber information provided to the board is subject to s. 365.174. If a provider chooses to remit any fee amounts to the board before they are paid by the subscribers, a provider may apply to the board for a refund of, or may take a credit for, any such fees remitted to the board which are not collected by the provider within 6 months following the month in which the fees are charged off for federal income tax purposes as bad debt.

(f) The rate of the fee shall be set by the board after considering the factors set forth in paragraphs (h) and (i), but may not exceed 50 cents per month per each service identifier. The fee shall apply uniformly and be imposed throughout the state, except for those counties that, before July 1, 2007, had adopted an ordinance or resolution establishing a fee less than 50 cents per month per access line. In those counties the fee established by ordinance may be changed only to the uniform statewide rate no sooner than 30 days after notification is made by the county's board

of county commissioners to the board.

(g) It is the intent of the Legislature that all revenue from the fee be used as specified in s. 365.173(2)(a)-(i).

(h) No later than November 1, 2007, the board may adjust the allocation percentages for distribution of the fund as provided in s. 365.173. When setting the percentages and contemplating any adjustments to the fee, the board shall consider the following:

1. The revenues currently allocated for wireless service provider costs for implementing E911 service and projected costs for implementing E911 service, including recurring costs for Phase I and Phase II and the effect of new technologies;

2. The appropriate level of funding needed to fund the rural grant program provided for in s. 365.173(2)(g); and

3. The need to fund statewide, regional, and county grants in accordance with sub-subparagraph (6)(a)3.b.

(i) The board may adjust the allocation percentages or adjust the amount of the fee, or both, if necessary to ensure full cost recovery or prevent overrecovery of costs incurred in the provision of E911 service, including costs incurred or projected to be incurred to comply with the order. Any new allocation percentages or reduced or increased fee may not be adjusted for 1 year. The fee may not exceed 50 cents per month per each service identifier. The board-established fee, and any board adjustment of the fee, shall be uniform throughout the state, except for the counties identified in paragraph (f). No less than 90 days before the effective date of any adjustment to the fee, the board shall provide written notice of the adjusted fee amount and effective date to each voice communications services provider from which the board is then receiving the fee.

(j) State and local taxes do not apply to the fee.

(k) A local government may not levy the fee or any additional fee on providers or subscribers for the provision of E911 service.

(l) For purposes of this section, the definitions contained in s. 202.11 and the provisions of s. 202.155 apply in the same manner and to the same extent as the definitions and provisions apply to the taxes levied under chapter 202 on mobile communications services.

(9) AUTHORIZED EXPENDITURES OF E911 FEE.—

(a) For purposes of this section, E911 service includes the functions of database management, call taking, dispatching, location verification, and call transfer.

(b) All costs directly attributable to the establishment or provision of E911 service and contracting for E911 services are eligible for expenditure of moneys derived from imposition of the fee authorized by this section. These costs include the acquisition, implementation, and maintenance of Public Safety Answering Point (PSAP) equipment and E911 service features, as defined in the Public Service Commission's lawfully approved 911 and E911 and related tariffs or the acquisition, installation, and maintenance of other E911 equipment, including call answering equipment, call transfer equipment, ANI controllers, ALI controllers, ANI displays, ALI displays, station instruments, E911 telecommunications systems, visual call information and storage devices, recording equipment, telephone devices and other equipment for the hearing impaired used in the E911 system, PSAP backup power systems, consoles, automatic call distributors, and interfaces, including hardware and software, for computer-aided dispatch (CAD) systems, integrated CAD systems for that portion of the systems used for E911 call taking, network clocks, salary and associated expenses for E911 call takers for that portion of their time spent taking and transferring E911 calls, salary and associated expenses for a county to employ a full-time equivalent E911

coordinator position and a full-time equivalent mapping or geographical data position and a staff assistant position per county for the portion of their time spent administrating the E911 system, training costs for PSAP call takers, supervisors, and managers in the proper methods and techniques used in taking and transferring E911 calls, costs to train and educate PSAP employees regarding E911 service or E911 equipment, including fees collected by the Department of Health for the certification and recertification of 911 public safety telecommunicators as required under s. 401.465, and expenses required to develop and maintain all information, including ALI and ANI databases and other information source repositories, necessary to properly inform call takers as to location address, type of emergency, and other information directly relevant to the E911 call-taking and transferring function. 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.

(c) The moneys may not be used to pay for any item not listed in this subsection, including, but not limited to, any capital or operational costs for emergency responses which occur after the call transfer to the responding public safety entity and the costs for constructing, leasing, maintaining, or renovating buildings, except for those building modifications necessary to maintain the security and environmental integrity of the PSAP and E911 equipment rooms.

(10) LIABILITY OF COUNTIES.—A county subscribing to 911 service remains liable to the local exchange carrier for any 911 service, equipment, operation, or maintenance charge owed by the county to the local exchange carrier. As used in this subsection, the term "local exchange carrier" means a local exchange telecommunications service provider of 911 service or equipment to any county within its certificated area.

(11) INDEMNIFICATION AND LIMITATION OF LIABILITY.—Local governments are authorized to undertake to indemnify local exchange carriers against liability in accordance with the lawfully filed tariffs of the company. Notwithstanding an indemnification agreement, a voice communications services provider is not liable for damages resulting from or in connection with 911 or E911 service, or for identification of the telephone number, or address, or name associated with any person accessing 911 or E911 service, unless the voice communications services provider acted with malicious purpose or in a manner exhibiting wanton and willful disregard of the rights, safety, or property of a person when providing such services. A voice communications services provider is not liable for damages to any person resulting from or in connection with the provider's provision of any lawful assistance to any investigative or law enforcement officer of the United States, this state, or a political subdivision thereof, or of any other state or political subdivision thereof, in connection with any lawful investigation or other law enforcement activity by such law enforcement officer.

(12) FACILITATING E911 SERVICE IMPLEMENTATION.—To balance the public need for reliable E911 services through reliable wireless systems and the public interest served by governmental zoning and land development regulations and notwithstanding any other law or local ordinance to the contrary, the following standards shall apply to a local government's actions, as a regulatory body, in the regulation of the placement, construction, or modification of a wireless communications facility. This subsection shall not, however, be construed to waive or alter the provisions of s. 286.011 or s. 286.0115. For the purposes of this subsection only, "local government" shall mean any municipality or county and any agency of a municipality or county only. The term "local government" does not, however, include any airport, as defined by s. 330.27 (2), even if it is owned or controlled by or through a municipality, county, or agency of a

municipality or county. Further, notwithstanding anything in this section to the contrary, this subsection does not apply to or control a local government's actions as a property or structure owner in the use of any property or structure owned by such entity for the placement, construction, or modification of wireless communications facilities. In the use of property or structures owned by the local government, however, a local government may not use its regulatory authority so as to avoid compliance with, or in a manner that does not advance, the provisions of this subsection.

(a) Collocation among wireless providers is encouraged by the state.

1.a. Collocations on towers, including nonconforming towers, that meet the requirements in sub-sub-subparagraphs (I), (II), and (III), are subject to only building permit review, which may include a review for compliance with this subparagraph. Such collocations are not subject to any design or placement requirements of the local government's land development regulations in effect at the time of the collocation that are more restrictive than those in effect at the time of the initial antennae placement approval, to any other portion of the land development regulations, or to public hearing review. This sub-subparagraph shall not preclude a public hearing for any appeal of the decision on the collocation application.

(I) The collocation does not increase the height of the tower to which the antennae are to be attached, measured to the highest point of any part of the tower or any existing antenna attached to the tower;

(II) The collocation does not increase the ground space area, commonly known as the compound, approved in the site plan for equipment enclosures and ancillary facilities; and

(III) The collocation consists of antennae, equipment enclosures, and ancillary facilities that are of a design and configuration consistent with all applicable regulations, restrictions, or conditions, if any, applied to the initial antennae placed on the tower and to its accompanying equipment enclosures and ancillary facilities and, if applicable, applied to the tower supporting the antennae. Such regulations may include the design and aesthetic requirements, but not procedural requirements, other than those authorized by this section, of the local government's land development regulations in effect at the time the initial antennae placement was approved.

b. Except for a historic building, structure, site, object, or district, or a tower included in sub-subparagraph a., collocations on all other existing structures that meet the requirements in sub-sub-subparagraphs (I)-(IV) shall be subject to no more than building permit review, and an administrative review for compliance with this subparagraph. Such collocations are not subject to any portion of the local government's land development regulations not addressed herein, or to public hearing review. This sub-subparagraph shall not preclude a public hearing for any appeal of the decision on the collocation application.

(I) The collocation does not increase the height of the existing structure to which the antennae are to be attached, measured to the highest point of any part of the structure or any existing antenna attached to the structure;

(II) The collocation does not increase the ground space area, otherwise known as the compound, if any, approved in the site plan for equipment enclosures and ancillary facilities;

(III) The collocation consists of antennae, equipment enclosures, and ancillary facilities that are of a design and configuration consistent with any applicable structural or aesthetic design requirements and any requirements for location on the structure, but not prohibitions or restrictions on the placement of additional collocations on the existing structure or procedural requirements, other than those authorized by this section, of the local government's land

development regulations in effect at the time of the collocation application; and

(IV) The collocation consists of antennae, equipment enclosures, and ancillary facilities that are of a design and configuration consistent with all applicable restrictions or conditions, if any, that do not conflict with sub-sub-subparagraph (III) and were applied to the initial antennae placed on the structure and to its accompanying equipment enclosures and ancillary facilities and, if applicable, applied to the structure supporting the antennae.

c. Regulations, restrictions, conditions, or permits of the local government, acting in its regulatory capacity, that limit the number of collocations or require review processes inconsistent with this subsection shall not apply to collocations addressed in this subparagraph.

d. If only a portion of the collocation does not meet the requirements of this subparagraph, such as an increase in the height of the proposed antennae over the existing structure height or a proposal to expand the ground space approved in the site plan for the equipment enclosure, where all other portions of the collocation meet the requirements of this subparagraph, that portion of the collocation only may be reviewed under the local government's regulations applicable to an initial placement of that portion of the facility, including, but not limited to, its land development regulations, and within the review timeframes of subparagraph (d)2., and the rest of the collocation shall be reviewed in accordance with this subparagraph. A collocation proposal under this subparagraph that increases the ground space area, otherwise known as the compound, approved in the original site plan for equipment enclosures and ancillary facilities by no more than a cumulative amount of 400 square feet or 50 percent of the original compound size, whichever is greater, shall, however, require no more than administrative review for compliance with the local government's regulations, including, but not limited to, land development regulations review, and building permit review, with no public hearing review. This sub-subparagraph shall not preclude a public hearing for any appeal of the decision on the collocation application.

2. If a collocation does not meet the requirements of subparagraph 1., the local government may review the application under the local government's regulations, including, but not limited to, land development regulations, applicable to the placement of initial antennae and their accompanying equipment enclosure and ancillary facilities.

3. If a collocation meets the requirements of subparagraph 1., the collocation shall not be considered a modification to an existing structure or an impermissible modification of a nonconforming structure.

4. The owner of the existing tower on which the proposed antennae are to be collocated shall remain responsible for compliance with any applicable condition or requirement of a permit or agreement, or any applicable condition or requirement of the land development regulations to which the existing tower had to comply at the time the tower was permitted, including any aesthetic requirements, provided the condition or requirement is not inconsistent with this paragraph.

5. An existing tower, including a nonconforming tower, may be structurally modified in order to permit collocation or may be replaced through no more than administrative review and building permit review, and is not subject to public hearing review, if the overall height of the tower is not increased and, if a replacement, the replacement tower is a monopole tower or, if the existing tower is a camouflaged tower, the replacement tower is a like-camouflaged tower. This subparagraph shall not preclude a public hearing for any appeal of the decision on the application.

(b)1. A local government's land development and construction regulations for wireless communications facilities and the local government's review of an application for the placement,

construction, or modification of a wireless communications facility shall only address land development or zoning issues. In such local government regulations or review, the local government may not require information on or evaluate a wireless provider's business decisions about its service, customer demand for its service, or quality of its service to or from a particular area or site, unless the wireless provider voluntarily offers this information to the local government. In such local government regulations or review, a local government may not require information on or evaluate the wireless provider's designed service unless the information or materials are directly related to an identified land development or zoning issue or unless the wireless provider voluntarily offers the information. Information or materials directly related to an identified land development or zoning issue may include, but are not limited to, evidence that no existing structure can reasonably be used for the antennae placement instead of the construction of a new tower, that residential areas cannot be served from outside the residential area, as addressed in subparagraph 3., or that the proposed height of a new tower or initial antennae placement or a proposed height increase of a modified tower, replacement tower, or collocation is necessary to provide the provider's designed service. Nothing in this paragraph shall limit the local government from reviewing any applicable land development or zoning issue addressed in its adopted regulations that does not conflict with this section, including, but not limited to, aesthetics, landscaping, land use based location priorities, structural design, and setbacks.

2. Any setback or distance separation required of a tower may not exceed the minimum distance necessary, as determined by the local government, to satisfy the structural safety or aesthetic concerns that are to be protected by the setback or distance separation.

3. A local government may exclude the placement of wireless communications facilities in a residential area or residential zoning district but only in a manner that does not constitute an actual or effective prohibition of the provider's service in that residential area or zoning district. If a wireless provider demonstrates to the satisfaction of the local government that the provider cannot reasonably provide its service to the residential area or zone from outside the residential area or zone, the municipality or county and provider shall cooperate to determine an appropriate location for a wireless communications facility of an appropriate design within the residential area or zone. The local government may require that the wireless provider reimburse the reasonable costs incurred by the local government for this cooperative determination. An application for such cooperative determination shall not be considered an application under paragraph (d).

4. A local government may impose a reasonable fee on applications to place, construct, or modify a wireless communications facility only if a similar fee is imposed on applicants seeking other similar types of zoning, land use, or building permit review. A local government may impose fees for the review of applications for wireless communications facilities by consultants or experts who conduct code compliance review for the local government but any fee is limited to specifically identified reasonable expenses incurred in the review. A local government may impose reasonable surety requirements to ensure the removal of wireless communications facilities that are no longer being used.

5. A local government may impose design requirements, such as requirements for designing towers to support collocation or aesthetic requirements, except as otherwise limited in this section, but shall not impose or require information on compliance with building code type standards for the construction or modification of wireless communications facilities beyond those adopted by the local government under chapter 553 and that apply to all similar types of construction.

(c) Local governments may not require wireless providers to provide evidence of a wireless communications facility's compliance with federal regulations, except evidence of compliance with applicable Federal Aviation Administration requirements under 14 C.F.R. s. 77, as amended, and evidence of proper Federal Communications Commission licensure, or other evidence of Federal Communications Commission authorized spectrum use, but may request the Federal Communications Commission to provide information as to a wireless provider's compliance with federal regulations, as authorized by federal law.

(d)1. A local government shall grant or deny each properly completed application for a collocation under subparagraph (a)1. based on the application's compliance with the local government's applicable regulations, as provided for in subparagraph (a)1. and consistent with this subsection, and within the normal timeframe for a similar building permit review but in no case later than 45 business days after the date the application is determined to be properly completed in accordance with this paragraph.

2. A local government shall grant or deny each properly completed application for any other wireless communications facility based on the application's compliance with the local government's applicable regulations, including but not limited to land development regulations, consistent with this subsection and within the normal timeframe for a similar type review but in no case later than 90 business days after the date the application is determined to be properly completed in accordance with this paragraph.

3.a. An application is deemed submitted or resubmitted on the date the application is received by the local government. If the local government does not notify the applicant in writing that the application is not completed in compliance with the local government's regulations within 20 business days after the date the application is initially submitted or additional information resubmitted, the application is deemed, for administrative purposes only, to be properly completed and properly submitted. However, the determination shall not be deemed as an approval of the application. If the application is not completed in compliance with the local government's regulations, the local government shall so notify the applicant in writing and the notification must indicate with specificity any deficiencies in the required documents or deficiencies in the content of the required documents which, if cured, make the application properly completed. Upon resubmission of information to cure the stated deficiencies, the local government shall notify the applicant, in writing, within the normal timeframes of review, but in no case longer than 20 business days after the additional information is submitted, of any remaining deficiencies that must be cured. Deficiencies in document type or content not specified by the local government do not make the application incomplete. Notwithstanding this sub-subparagraph, if a specified deficiency is not properly cured when the applicant resubmits its application to comply with the notice of deficiencies, the local government may continue to request the information until such time as the specified deficiency is cured. The local government may establish reasonable timeframes within which the required information to cure the application deficiency is to be provided or the application will be considered withdrawn or closed.

b. If the local government fails to grant or deny a properly completed application for a wireless communications facility within the timeframes set forth in this paragraph, the application shall be deemed automatically approved and the applicant may proceed with placement of the facilities without interference or penalty. The timeframes specified in subparagraph 2. may be extended only to the extent that the application has not been granted or denied because the local government's procedures generally applicable to all other similar types of applications require

action by the governing body and such action has not taken place within the timeframes specified in subparagraph 2. Under such circumstances, the local government must act to either grant or deny the application at its next regularly scheduled meeting or, otherwise, the application is deemed to be automatically approved.

c. To be effective, a waiver of the timeframes set forth in this paragraph must be voluntarily agreed to by the applicant and the local government. A local government may request, but not require, a waiver of the timeframes by the applicant, except that, with respect to a specific application, a one-time waiver may be required in the case of a declared local, state, or federal emergency that directly affects the administration of all permitting activities of the local government.

(e) The replacement of or modification to a wireless communications facility, except a tower, that results in a wireless communications facility not readily discernibly different in size, type, and appearance when viewed from ground level from surrounding properties, and the replacement or modification of equipment that is not visible from surrounding properties, all as reasonably determined by the local government, are subject to no more than applicable building permit review.

(f) Any other law to the contrary notwithstanding, the Department of Management Services shall negotiate, in the name of the state, leases for wireless communications facilities that provide access to state government-owned property not acquired for transportation purposes, and the Department of Transportation shall negotiate, in the name of the state, leases for wireless communications facilities that provide access to property acquired for state rights-of-way. On property acquired for transportation purposes, leases shall be granted in accordance with s. 337.251. On other state government-owned property, leases shall be granted on a space available, first-come, first-served basis. Payments required by state government under a lease must be reasonable and must reflect the market rate for the use of the state government-owned property. The Department of Management Services and the Department of Transportation are authorized to adopt rules for the terms and conditions and granting of any such leases.

(g) If any person adversely affected by any action, or failure to act, or regulation, or requirement of a local government in the review or regulation of the wireless communication facilities files an appeal or brings an appropriate action in a court or venue of competent jurisdiction, following the exhaustion of all administrative remedies, the matter shall be considered on an expedited basis.

(13) MISUSE OF 911 OR E911 SYSTEM; PENALTY.—911 and E911 service must be used solely for emergency communications by the public. Any person who accesses the number 911 for the purpose of making a false alarm or complaint or reporting false information that could result in the emergency response of any public safety agency; any person who knowingly uses or attempts to use such service for a purpose other than obtaining public safety assistance; or any person who knowingly uses or attempts to use such service in an effort to avoid any charge for service, commits a misdemeanor of the first degree, punishable as provided in s. 775.082 or s. 775.083. After being convicted of unauthorized use of such service four times, a person who continues to engage in such unauthorized use commits a felony of the third degree, punishable as provided in s. 775.082, s. 775.083, or s. 775.084. In addition, if the value of the service or the service charge obtained in a manner prohibited by this subsection exceeds $100, the person committing the offense commits a felony of the third degree, punishable as provided in s. 775.082, s. 775.083, or s. 775.084.

(14) STATE LAW NOT PREEMPTED.—This section and ss. 365.173 and 365.174 do not alter any state law that otherwise regulates voice communications services providers.

History.— s. 1, ch. 99-367; s. 2, ch. 2001-133; s. 7, ch. 2002-48; s. 19, ch. 2003-32; s. 1, ch. 2003-182; s. 4, ch. 2005-171; s. 2, ch. 2007-78; s. 68, ch. 2010-5; s. 1, ch. 2010-50; s. 1, ch. 2010-188.

Disclaimer: The information on this system is unverified. The journals or printed bills of the respective chambers should be consulted for official purposes. Copyright © 2000-2006 State of Florida.

Select Year: 2010 Go

The 2010 Florida Statutes

Title XXVII
RAILROADS AND OTHER REGULATED UTILITIES

Chapter 365
USE OF TELEPHONES AND FACSIMILE MACHINES

View Entire Chapter

365.173 Emergency Communications Number E911 System Fund.—

(1) All revenues derived from the fee levied on subscribers under s. 365.172 must be paid by the board into the State Treasury on or before the 15th day of each month. Such moneys must be accounted for in a special fund to be designated as the Emergency Communications Number E911 System Fund, a fund created in the Technology Program, or other office as designated by the Secretary of Management Services, and, for accounting purposes, must be segregated into two separate categories:

(a) The wireless category; and

(b) The nonwireless category.

All moneys must be invested by the Chief Financial Officer pursuant to s. 17.61. All moneys in such fund are to be expended by the office for the purposes provided in this section and s. 365.172. These funds are not subject to s. 215.20.

(2) As determined by the board pursuant to s. 365.172(8)(h), and subject to any modifications approved by the board pursuant to s. 365.172(6)(a)3. or (8)(i), the moneys in the fund shall be distributed and used only as follows:

(a) Sixty-seven percent of the moneys in the wireless category shall be distributed each month to counties, based on the total number of service identifiers in each county, and shall be used exclusively for payment of:

1. Authorized expenditures, as specified in s. 365.172(9).

2. Costs to comply with the requirements for E911 service contained in the order and any future rules related to the order.

(b) Ninety-seven percent of the moneys in the nonwireless category shall be distributed each month to counties based on the total number of service identifiers in each county and shall be used exclusively for payment of authorized expenditures, as specified in s. 365.172(9).

(c) Any county that receives funds under paragraphs (a) and (b) shall establish a fund to be used exclusively for the receipt and expenditure of the revenues collected under paragraphs (a) and (b). All fees placed in the fund and any interest accrued shall be used solely for costs described in subparagraphs (a)1. and 2. The money collected and interest earned in this fund shall be appropriated for these purposes by the county commissioners and incorporated into the annual county budget. The fund shall be included within the financial audit performed in accordance with s. 218.39. A county may carry forward up to 30 percent of the total funds disbursed to the county by the board during a calendar year for expenditures for capital outlay, capital improvements, or equipment replacement, if such expenditures are made for the purposes specified in subparagraphs (a)1. and 2.; however, the 30-percent limitation does not apply to funds disbursed to a county under s. 365.172(6)(a)3., and a county may carry forward any percentage of the funds, except that any grant provided shall continue to be subject to any condition imposed by the board. In order to prevent an excess recovery of costs incurred in providing E911 service, a county that receives funds

greater than the permissible E911 costs described in s. 365.172(9), including the 30-percent carryforward allowance, must return the excess funds to the E911 board to be allocated under s. 365.172(6)(a).

(d) Thirty percent of the moneys in the wireless category shall be distributed to wireless providers in response to sworn invoices submitted to the board by wireless providers to reimburse such wireless providers for the actual costs incurred to provide 911 or E911 service, including the costs of complying with the order. Such costs 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. Each wireless provider shall submit to the board, by August 1 of each year, a detailed estimate of the capital and operating expenses for which it anticipates that it will seek reimbursement under this paragraph during the ensuing state fiscal year. In order to be eligible for recovery during any ensuing state fiscal year, a wireless provider must submit all sworn invoices for allowable purchases made within the previous calendar year no later than March 31 of the fiscal year. By September 15 of each year, the board shall submit to the Legislature its legislative budget request for funds to be allocated to wireless providers under this paragraph during the ensuing state fiscal year. The budget request shall be based on the information submitted by the wireless providers and estimated surcharge revenues. Distributions of moneys in the fund by the board to wireless providers must be fair and nondiscriminatory. If the total amount of moneys requested by wireless providers pursuant to invoices submitted to the board and approved for payment exceeds the amount in the fund in any month, wireless providers that have invoices approved for payment shall receive a pro rata share of moneys in the fund and the balance of the payments shall be carried over to the following month or months until all of the approved payments are made. The board may adopt rules necessary to address the manner in which pro rata distributions are made when the total amount of funds requested by wireless providers pursuant to invoices submitted to the board exceeds the total amount of moneys on deposit in the fund.

(e) Notwithstanding paragraphs (a) and (d), the amount of money that remained in the wireless 911 system fund on December 31, 2006, must be disbursed to wireless providers for the recovery of allowable costs incurred in previous years ending December 31, 2006, and in accordance with paragraph (d). In order to be eligible for recovered costs incurred under paragraph (d), a wireless provider must submit sworn invoices to the board by December 31, 2007. The board must disburse the designated funds in the wireless 911 system fund on or after January 1, 2008.

(f) One percent of the moneys in the fund shall be retained by the board to be applied to 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 s. 365.172(6). Any funds retained for such purposes in a calendar year which are not applied to such costs and expenses by March 31 of the following year shall be redistributed as determined by the board.

(g) Two percent of the moneys in the fund shall be used to make monthly distributions to rural counties for the purpose of providing facilities and network and service enhancements and assistance for the 911 or E911 systems operated by rural counties and for the provision of grants by the office to rural counties for upgrading and replacing E911 systems.

(h) By September 1, 2007, up to $15 million of the existing 911 system fund shall be available for distribution by the board to the counties in order to prevent a loss in the ordinary and expected time value of money caused by any timing delay in remittance to the counties of wireline fees caused by the one-time transfer of collecting wireline fees by the counties to the board. All

disbursements for this purpose must be returned to the fund from the future remittance by the nonwireless category.

(i) If the wireless category has funds remaining in it on December 31 after disbursements have been made during the calendar year immediately prior to December 31, the board may disburse the excess funds in the wireless category in accordance with s. 365.172(6)(a)3.b.

The Legislature recognizes that the fee authorized under s. 365.172 may not necessarily provide the total funding required for establishing or providing the E911 service. It is the intent of the Legislature that all revenue from the fee be used as specified in this subsection.

(3) The Auditor General shall annually audit the fund to ensure that moneys in the fund are being managed in accordance with this section and s. 365.172. The Auditor General shall provide a report of the annual audit to the board.

History.— s. 1, ch. 99-203; s. 50, ch. 2000-158; s. 3, ch. 2001-133; s. 2, ch. 2003-182; s. 379, ch. 2003-261; s. 5, ch. 2005-171; s. 1, ch. 2007-79; s. 2, ch. 2010-50.

Disclaimer: The information on this system is unverified. The journals or printed bills of the respective chambers should be consulted for official purposes. Copyright © 2000-2006 State of Florida.

Select Year: 2010 Go

The 2010 Florida Statutes

Title XXVII
RAILROADS AND OTHER REGULATED UTILITIES

Chapter 365
USE OF TELEPHONES AND FACSIMILE MACHINES

View Entire Chapter

365.174 Proprietary confidential business information.—

(1) All proprietary confidential business information submitted by a provider to the board or the office, including the name and billing or service addresses of service subscribers, and trade secrets as defined by s. 812.081, is confidential and exempt from s. 119.07(1) and s. 24(a), Art. I of the State Constitution. Statistical abstracts of information collected by the board or the office may be released or published, but only in a manner that does not identify or allow identification of subscribers or their service numbers or of revenues attributable to any provider.

(2) As used in this section, the term "proprietary confidential business information" means customer lists, customer numbers, individual or aggregate customer data by location, usage and capacity data, network facilities used to serve subscribers, technology descriptions, technical information, or trade secrets, including trade secrets as defined in s. 812.081, and the actual or developmental costs of E911 systems that are developed, produced, or received internally by a provider or by a provider's employees, directors, officers, or agents.

History.— s. 1, ch. 99-202; s. 4, ch. 2001-133; s. 1, ch. 2004-48.

Disclaimer: The information on this system is unverified. The journals or printed bills of the respective chambers should be consulted for official purposes. Copyright © 2000-2006 State of Florida.

Select Year: 2010 Go

The 2010 Florida Statutes

Title XXVII
RAILROADS AND OTHER REGULATED UTILITIES

Chapter 365
USE OF TELEPHONES AND FACSIMILE MACHINES

View Entire Chapter

365.174 Proprietary confidential business information.—

(1) All proprietary confidential business information submitted by a provider to the board or the office, including the name and billing or service addresses of service subscribers, and trade secrets as defined by s. 812.081, is confidential and exempt from s. 119.07(1) and s. 24(a), Art. I of the State Constitution. Statistical abstracts of information collected by the board or the office may be released or published, but only in a manner that does not identify or allow identification of subscribers or their service numbers or of revenues attributable to any provider.

(2) As used in this section, the term "proprietary confidential business information" means customer lists, customer numbers, individual or aggregate customer data by location, usage and capacity data, network facilities used to serve subscribers, technology descriptions, technical information, or trade secrets, including trade secrets as defined in s. 812.081, and the actual or developmental costs of E911 systems that are developed, produced, or received internally by a provider or by a provider's employees, directors, officers, or agents.

History.— s. 1, ch. 99-202; s. 4, ch. 2001-133; s. 1, ch. 2004-48.

Disclaimer: The information on this system is unverified. The journals or printed bills of the respective chambers should be consulted for official purposes. Copyright © 2000-2006 State of Florida.

Select Year: 2010 Go

The 2010 Florida Statutes

Title XXVII	Chapter 365	View Entire Chapter
RAILROADS AND OTHER REGULATED UTILITIES	USE OF TELEPHONES AND FACSIMILE MACHINES	

365.175 Emergency telephone number 911 private branch exchange-private switch automatic location identification.—

(1) DEFINITIONS.—As used in this section, the term:

(a) "Automatic location identification" or "ALI" means the automatic display at the Public Safety Answering Point (PSAP) of the caller's telephone number, the address or location of the telephone, and supplementary emergency services information.

(b) "Automatic location identification retrieval" or "ALI retrieval" means the process of querying the 911 database for ALI records.

(c) "Automatic number identification" or "ANI" means the telephone number associated with the access line from which a call originates.

(d) "Private branch exchange" or "PBX" means a private telephone system that is connected to the Public Switched Telephone Network (PSTN).

(e) "Private switch ALI" or "PSA" means a service option which provides enhanced 911 features for telephone stations behind private switches, e.g., PBX's.

(2) REQUIRED ALI CAPABILITY.—Each PBX system installed after January 1, 2004, must be capable of providing automatic location identification to the station level.

History.— s. 3, ch. 2003-182.

Disclaimer: The information on this system is unverified. The journals or printed bills of the respective chambers should be consulted for official purposes. Copyright © 2000-2006 State of Florida.

Appendix

B

NOW, THEREFORE, in consideration of mutual covenants set forth herein, the agencies of the subscribed jurisdictions agree as follows:

SECTION 1. PURPOSE AND INTENT OF AGREEMENT. The agencies participating in the Agreement (herein referred to as "AGENCY" or "AGENCIES") agree to participate in a mutual aide and communications system. The sharing of which will enhance the ability of all participants to handle emergency 9-1-1 calling, accomplish interoperability, inter-agency communications, and system-wide emergency dispatching and response in both normal and emergency situations.

SECTION 2. NORMAL SYSTEM OPERATIONS. The participating agencies recognize the need and benefits to having and maintaining a functional networking system for E9-1-1 call handling and transfer. Each agency agrees to assist in the creation and maintenance of any data base or data bases necessary to build and maintain the network(s).

SECTION 3. ALTERNATE AND DEFAULT ROUTING. The participating agencies shall agree upon set measures for both alternate and default routing of E9-1-1 calling when system or network failures occur during normal operating periods or in times of emergency. The definitions of each shall use the accepted National Emergency Number Association (NENA) proscribed definitions (Exhibit "A").

SECTION 4. SYSTEM NETWORK AND EQUIPMENT. Each party agrees to accept responsibility for all equipment purchases and maintenance needed to provide connections as well as an agreed-upon percentage of the systems network costs as identified in Exhibit "B".

SECTION 5. LIABILITIES AND RESPONSIBILITIES OF PARTIES.

(a) The parties hereto and their respective officers and employees shall not be deemed to assume any liability for the acts, omissions, and negligence of the other party and each party shall hold the other party harmless from and shall defend the other party and its officers and employees against any claim for damages resulting there from.
(b) All privileges and immunities from liability, exemptions from laws, ordinances, and rules, and all pensions and relief, disability, worker's compensation, and other benefits which apply to the activity of officers or employees of either party when performing their respective functions within the territorial limits of their respective agencies shall apply to the same degree and extent to the performance of such functions and duties extra-territorially pursuant to the Agreement.
(c) Except as herein otherwise provided, all liability for injury to personnel, and loss or damages to equipment shall be borne by the agency employing such personnel and owning or having a percentage interest in such equipment, and all parties shall carry sufficient insurance to cover all such liability.

SECTION 6. TERMINATION OF AGREEMENT. Any party may terminate this Agreement as to said terminating party by giving at least twelve (12) month written notice to all other participating parties. All equipment purchased by the participating agency shall remain the property of the participant, however, any jointly-owned network hardware, software, or data bases information shall remain the property of the remaining agencies.

SECTION 7. EFFECT. Nothing in this Agreement is intended or is construed as any transfer or contracting away of the powers or functions of one (1) party to the other(s).

SECTION 8. TERM. This Agreement shall take effect on the _____ day of _____, and shall remain in effect for a period of five (5) years from the date. Thereafter, this Agreement shall be automatically renewed for successive periods of five (5) years unless terminated in writing by any or all parties.

IN WITNESS WHEREOF. The lawful representative of the parties hereto have executed and affixed their seals to this Agreement for the purposes herein expressed on the date and year first above written.

(Signatory Page)

EXHIBIT “A”
(Pertinent Definitions)

Exhibit “B”

(Network and Equipment Listings)

Contract County: County Name

AGREEMENT FOR

E911NET

Check Participants and Users

911 CALL ROUTING FOR FLORIDA PUBLIC SAFETY

THIS AGREEMENT is entered into, by and between various counties in the State of Florida, (hereinafter referred to as the "E911Net Participants"), and the User's Official Name , a county of the State of Florida with headquarters at User's Official Address, Florida (hereinafter referred to as the "User").

THIS AGREEMENT IS ENTERED INTO BASED ON THE FOLLOWING FACTS:

A. WHEREAS, the County E911 Systems are vulnerable to a wide array of failures, disasters, and other emergencies which includes emergency E911 operation conditions caused by system failures, and

B. WHEREAS, the participating agencies desire to improve the 911 capability and the coordination of the County's and State of Florida E911 System and its local and county agencies of governments to respond to E911 system failures; and

C. Whereas, the individual Board of County Commissioners are authorized by law and the State 911 Plan to operate and regulate the E911 System and;

D. Whereas, Board of County Commissioners facilitate public safety answering point agencies' requests to participate in the information services provided on E911Net, provided the User agrees to abide by applicable federal and state laws; administrative code, and all policies, procedures and regulations related to these systems; and

E. Whereas, E911Net Participating Counties retain full control over the management and operation of E911Net; and

F. WHEREAS, the participating agencies recognize the need and benefits to having and maintaining a functional networking system for E911 call handling and transfer; and

G. WHEREAS, the Counties provide assistance to improve the disaster response capabilities of local governments; and

H. WHEREAS, the User represents that it is fully qualified and eligible to receive and to provide the E911 services identified herein.

Therefore, in consideration of the mutual benefits to be derived from this Agreement, the E911Net Participants and the User do hereby agree as follows:

A. Use of the E911Net and any system accessed via the E911Net is restricted to the operation of E911 call routing and data transfer or as otherwise specifically authorized or required by the E911 plan and/or Florida Statutes.

B. Information obtained from the system files, or computer interfaces to other county systems, by means of access granted through E911Net, can only be used for authorized purposes in compliance with E911 rules, regulations and operating procedures, and state and federal law. It is the responsibility of the User to insure access to E911Net is for authorized purposes only, and to regulate proper use of the network and information at all times. Users must establish appropriate written standards, which may be incorporated with existing codes of conduct, for disciplining violators of this and any incorporated policy.

C. Users that provide an interface between E911Net and other criminal justice agencies must abide by all of the provisions of this agreement. Agencies that access E911Net systems by interfacing through other agencies must, likewise, abide by all provisions of this agreement. A User Agreement is required when access to E911Net is provided by the User to another agency.

By accepting access as set forth above, the User agrees to adhere to the following to ensure continuation of access:

A. SCOPE OF WORK

   a. The User shall fully perform the obligations required to participate in an E911 mutual aide and communications system. The sharing of which will enable all participants to

handle emergency 911 calling, accomplish interoperability, inter-agency communications, and system-wide emergency call taking, call handling and call transfer in emergency situations.

b. The User shall assist in the creation and maintenance of any database or databases necessary to build and maintain the network(s).

c. The participating agencies shall agree upon set measures for both alternate and default routing of E911 calling when system or network failures occur during normal operating periods or in times of emergency. The definitions of each shall use the accepted State 911 Plan and National Emergency Number Association (NENA) prescribed definitions.

d. Deployment of an E911Net system requires appointment of an individual who can coordinate installation activities at the User's location. The User shall be responsible for assuring the availability of an individual for this purpose. The User will respond in a timely manner to project issues.

B. INCORPORATION OF LAWS, RULES, REGULATIONS AND POLICIES

Both the E911Net Participants and the user shall be governed by applicable State and Federal laws, rules and regulations and the State of Florida 911 Plan.

C. SYSTEM NETWORK AND EQUIPMENT

Each E911Net Participant agrees to accept responsibility for all equipment purchases and maintenance needed to provide connections as well as an agreed-upon percentage of the systems network costs including but not limited to:

a. E911 Gateway Unit (may be shared with other centers at the same location)

b. Interface modules to E911 systems

c. Security/firewall devices to E911 systems

d. Telecommunications lines to SUNCOM/MyFloridaNet network with associated router

D. PERIOD OF AGREEMENT

This Agreement shall begin upon execution by two participating agencies and shall

continue unless terminated earlier in accordance with the provisions of this Agreement.

E. MODIFICATION OF CONTRACT

Either party may request modification of the provisions of this Agreement. Changes, which are mutually agreed upon, shall be valid only when reduced to writing, duly signed by each of the participating agencies hereto, and attached to the original of this Agreement.

F. RECORDKEEPING

All records, including supporting documentation of any additional terms and conditions pertaining to records, and all terms and conditions shall be maintained by the User.

G. LIABILITY

a. User agrees to be fully responsible to the extent provided by Section 365.171, Florida Statutes, for the negligent acts or omissions or tortuous acts which result in claims or suits and agrees to be liable for any damages proximately caused by said acts or omissions. Nothing herein is intended to serve as a waiver of sovereign immunity by any User to which sovereign immunity applies. Nothing herein shall be construed as consent by a state agency or subdivision of the State of Florida to be sued by third parties in any matter arising out of this Agreement or any contract related to this Agreement.

b. The participating agencies hereto and their respective officers and employees shall not be deemed to assume any liability for the acts, omissions, and negligence of the other party and each party shall hold the other party harmless from and shall defend the other party and its officers and employees against any claim for damages resulting there from.

c. All privileges and immunities from liability, exemptions from laws, ordinances, and rules, and all pensions and relief, disability, worker's compensation, and other benefits which apply to the activity of officers or employees of either party when performing their respective functions within the territorial limits of their respective

agencies shall apply to the same degree and extent to the performance of such functions and duties extra-territorially pursuant to the Agreement.

d. Except as herein otherwise provided, all liability for injury to personnel, and loss or damages to equipment shall be borne by the agency employing such personnel and owning or having a percentage interest in such equipment, and all participating agencies shall carry sufficient insurance to cover all such liability.

H. NOTICE AND CONTACT

a. All notices provided under or pursuant to this Agreement shall be in writing and delivered either by hand delivery, by e-mail with delivery receipt confirmed, or first class, certified mail, return receipt requested, to the representative identified below at the address set forth below and said notification attached to the original of this Agreement.

b. Since this agreement is entered into, by and between various counties in the State of Florida, the Statewide 911 Coordinator shall serve as the information collection and distribution point. The agreements shall also serve as notification of a change to the County 911 Plan in accordance with the State 911 Plan. All communications, written or oral, by the E911Net Participants relating to this Agreement shall be directed to the:

Statewide 911 Coordinator

Department of Management Services

4030 Esplanade Way, Suite 160C

Tallahassee, Florida 32399-0950

Telephone: 850-921-0041

Fax: 850-922-5313

The current Statewide 911 Coordinator for this Agreement is Wink Infinger. He can be contacted for technical assistance relating to this Agreement at the above address, or e-mail wink.infinger@dms.myflorida.com.

c. The name and address of the Representative of the User responsible for the administration of this Agreement is:

Contact Name

Agency Name

Street Address

City, State, Zip Code

Office: (nnn) nnn-nnnn

Fax: (nnn) nnn-nnnn

Email:

d. In the event that different representatives or addresses are designated by either party after execution of this Agreement, notice of the name, title, address, telephone, fax and e-mail of the new Representative will be rendered to the Statewide 911 Coordinator as provided above.

I. TERMS AND CONDITIONS

The Agreement contains all the terms and conditions agreed upon by the participating agencies.

a. TERMINATION

This Agreement may be terminated by the written mutual consent of the participating agencies. Either party may terminate this Agreement, with or without cause, upon providing advanced written notice of 45 days. Termination for cause includes, but is not limited to, any change in the law that affects either party's ability to substantially perform as originally provided in this Agreement. Should the aforementioned circumstances arise, either party may terminate or modify the Agreement accordingly. In addition, the User has the option to unilaterally terminate this Agreement. All equipment purchased by the participating agency shall remain the property of the participant; however, any jointly owned network hardware, software, or database information shall remain the property of the remaining participating agencies.

b. EFFECT

Nothing in this Agreement is intended or is construed as any transfer or contracting away of the powers or functions of one (1) party to the other(s).

c. DISSEMINATION

Information obtained from the E911Net and computer interfaces to other county systems can only be used for E911purposes and are subject to confidentiality requirements, pursuant to Florida Statutes §365.171 (12), and must be kept in a secure records environment to prevent unauthorized access.

d. MODIFICATIONS:

Modifications to the provisions in this Agreement shall be valid only through execution of a formal Agreement amendment.

e. ACCOUNTABILITY

To the extent provided by the laws of Florida, the User agrees to be responsible for the negligent acts or omissions of its personnel arising out of or involving any information contained in, received from, entered into or through E911Net.

f. RELOCATION

Should the User desire to relocate the data circuit(s) and/or equipment connected to E911Net, the User must provide written notice 90 days in advance of the projected move. All costs associated with the relocation of the equipment and the data circuit(s), including delays in work order dates, will be borne by User.

g. PROVISIONS INCORPORATED

The User shall be bound by applicable federal and state laws, federal regulations. Moreover, this Agreement incorporates both present and future law, regulations and rules.

J. SECURITY REQUIREMENTS

Each agency must ensure compliance with the Security Policy and the rules, regulations, policies and procedures established for E911Net, which include but are not limited to the following requirements. By accepting access as set forth above, the agency agrees to adhere to the following security policies in order to ensure continuation of that access:

a. PERSONNEL BACKGROUND SCREENING and POLICY FOR DISCIPLINE:

The User is required to conduct a background investigation on all 911 call takers, programmers, consultants, other persons employed or utilized to effectuate access to or initiate transmission of E911Net information, and custodial, support, and/or contractor personnel accessing workstation areas unescorted by authorized personnel. Good management practices dictate the investigation should be completed prior to employment, but must, at a minimum, be conducted within the first thirty (30) days of employment or assignment.

Before the background is completed, the following requirements must be met:

a). The User must submit applicant fingerprints for positive comparison against the state and national criminal history.

b). If a record of any kind is found, the User will not permit the operator to have access to the system nor access workstation areas.

c). When identification of the applicant has been established by fingerprint comparison and the applicant appears to be a fugitive, have pending criminal charges; have an arrest history for a felony or serious misdemeanor; have been found guilty of, regardless of adjudication, or entered a plea of nolo contendere or guilty to any felony or serious misdemeanor; or to be under the supervision of the court, the User will refer the matter to the appropriate law enforcement agency for review.

d). Applicants who have been found guilty of, regardless of adjudication, or entered a plea of nolo contendere or guilty to a felony, will generally be denied access to the E911Net. Access will also generally be denied to any person with pending charges or who is under court supervision in relation to a criminal offense.

e). Each agency must have a written policy for discipline of personnel who access E911Net for purposes that are not authorized, disclose information to unauthorized individuals, or violate the rules, regulations or operating procedures.

b. PHYSICAL SECURITY

The User will determine the perimeter for the physical security of devices that access or provide access to E911Net. Access shall be limited as to allow completion of required duties. The User must have a written policy that ensures and implements security measures, secures devices that access E911Net and prevents unauthorized use or viewing of information on these devices. The User will allow only properly screened, authorized personnel performing E911 functions to have access to information contained within the E911Net or other County E911 information system files.

c. ADMINISTRATIVE SECURITY

Each agency utilizing information services provided through E911Net must designate individual agency contacts to assist the E911Net Participants with the information services covered by this agreement.

d. TECHNICAL SECURITY

All E911 calls transmitted over any public network segment must be encrypted as required by the E911 Security Policy.

e. DOCUMENTATION OF NETWORK CONFIGURATION

The User must maintain, in current status, a complete topological drawing, which depicts the User's network configuration as connected to E911Net. This documentation must clearly indicate all network connections, service agencies and interfaces to other information systems,

f. E911NET CONNECTIVITY

The User will ensure only authorized criminal justice agencies or public safety agencies access to the E911Net via the User's E911Net connection.

g. VIRUS PROTECTION SOFTWARE

The User must ensure all devices with connectivity to E911Net employ virus protection software and such software shall be maintained in accordance with the software vendor's published updates.

h. COMPUTER SECURITY INCIDENT RESPONSE CAPABILITY

The User must have a written policy documenting the actions to be taken in response to a possible computer security incident. The policy should include identifying, reporting, investigating and recovery from computer security incidents. The User will immediately notify E911Net users of any suspected compromise of the E911Net.

ACKNOWLEDGEMENT: The User hereby acknowledges the duties and responsibilities as set out in this Agreement. The User acknowledges that IN WITNESS HEREOF, the participating agencies hereto have caused this agreement to be executed by the proper officers and officials.

User:

By: _____

Name: Authorizing Signature

Title:

Date: _____

Witness: Signature

Title:

Appendix

C

Project Name:

E9-1-1/Addressing

Description:

Maintain the operability of the County E9-1-1/Addressing Program. CIP based on existing and future needs per the State Plan and E911 Board recommendations (five (5) year replacements). This CIP **does not include** requests by individual PSAPs for Aides to Other Government Agencies (___) for capital items on an annual basis (recorders, generators, furniture, etc). Anticipated revenues are approximated at $_____.00 per year. Potential increases, if they occur at __% by _____ will exceed all sources of revenues. There appears to be a trend in decreasing revenues. The projections are based on current averages. The future projections could fluctuate if trends continue and/or legislation changes

	Current Year	FY 2,009	FY 2010	FY 2011	FY 2012	FY 2013	Project Total
Funding Sources							
Fund _____ - Fees	0	0	0	0	0	0	-
Fund _____ - Existing Reserves		$0					-
Revenue Required for Project	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
Expenditures by Type							
							-
E9-1-1 hardware, software, & network upgrades for Next Generation E911.		$0					$0.00
Replacement of Addressing hardware & software (Estimated).		$0					-
Onbase for addressing per IT.		$0					-
Project Total	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
Recurring Operating Expenses							
Personnel (Additional GIS Tech Position)	$0	$0	$0.00	$0.00	$0.00	$0.00	-
Utilities (Possible increases up to __% by _____	$0	$0	$0.00	$0.00	$0.00	$0.00	-
Maintenance (Possible increases up to ___% by _____.	$0	$0	$0.00	$0.00	$0.00	$0.00	$0.00
Operating Total	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
Total Fiscal Impact of Project	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**

Evaluation Criteria

- ○ Required by the Comprehensive Plan to maintain Level of Service
- ◉ Required by the Comprehensive Plan to implement Policy

Appendix

D

JACKSONVILLE SHERIFF'S OFFICE
DUVAL COUNTY 911 SYSTEM
DISCREPANCY REPORT

DATE	TIME	ID	PSAP / AGENCY NAME

ANI/ALI INFORMATION	SPECIAL SERVICES
☐ WRONG PHONE	TRANSLATOR SERVICES
☐ WRONG ADDRESS	LANGUAGE LINE ☐ PHONE 1-800-523-1786 DUVAL 911 CLIENT ID #903010
☐ NO RECORD FOUND	FLORIDA RELAY SERVICES ☐ TDD 1-800-955-8771 VOICE 1-800-955-8770
☐ MISROUTE	☐ TDD / TEXT TELEPHONE USED
☐ OTHER (PLEASE SPECIFY) _____ _____ _____ _____ _____	☐ OTHER (PLEASE SPECIFY) _____ _____ _____ _____ _____

REMARKS

_____

_____

_____

_____

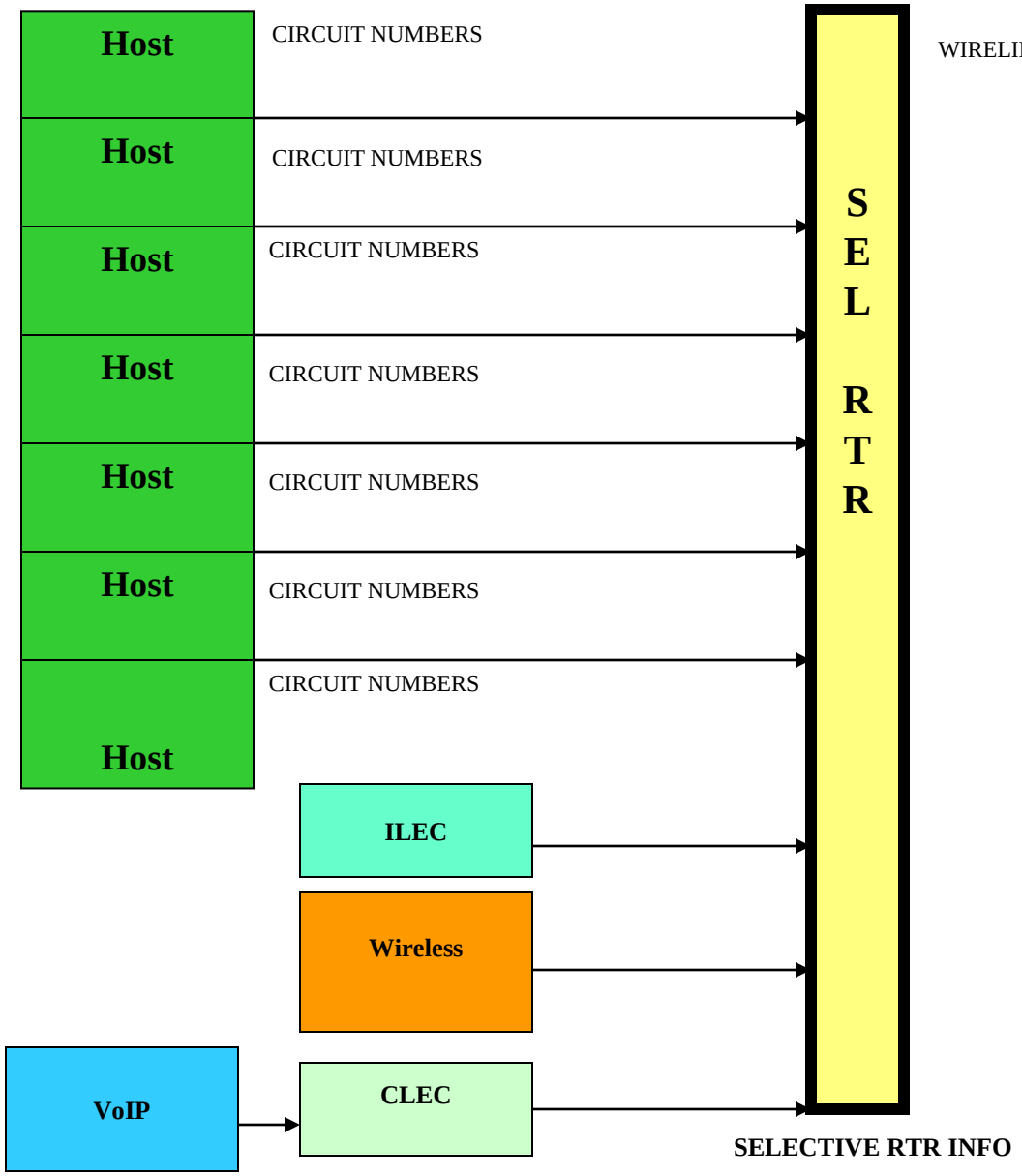
_____

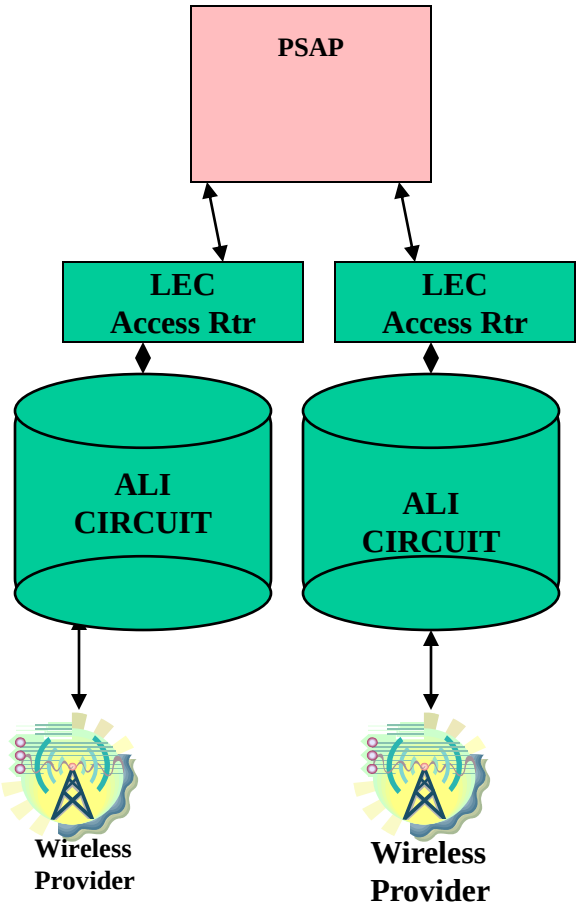
DISPLAYED INFORMATION	CORRECTIONS
ANI PHONE NUMBER	TELEPHONE NUMBER
CUSTOMER NAME	CUSTOMER NAME
ADDRESS	ADDRESS
COMMUNITY	COMMUNITY
DESCRIPTIVE LOCATION	DESCRIPTIVE LOCATION
ESN	ESN

RETURN TO: 911 COORDINATOR, 501 EAST BAY ST, ROOM 312, JACKSONVILLE, FL 32202

Appendix

E





County
911 Director name & #

Section 9

County E911 Plans

County E911 Plans are located on Website @ URL

http://dms.myflorida.com/suncom/public_safety_bureau/florida_e911/florida_e911_plan