

# State of Florida

## *Mission Statement*

Work in partnership with Florida counties to promote the deployment of advanced 911 systems statewide and champion educational opportunities to the 911 community in support of the delivery of exceptional 911 services to the residents and visitors of the State of Florida.

## *E911 Board Members*

John C. Ford, Chair

Charles C. Freeman, Vice Chair

Carolyn Dill-Collier

Stan L. Greer

Benjamin S. Guthrie

Marilyn M. Haroutunian

Sandra A. Khazraee

David August Konuch

Tom Nadler

Ira U. Pyles

## *Presented to*

Honorable Governor Rick Scott

Honorable President Don Gaetz

Honorable Speaker Will Weatherford

# 2013



Annual Report  
February 28, 2014



Florida E911 Board  
4030 Esplanade Way  
Tallahassee, Florida 32399-0950  
Tel: 850-922-7451  
Fax: 850-488-9837  
<http://florida911.myflorida.com/>

February 28, 2014

The Honorable Rick Scott, Governor  
Office of the Governor  
400 South Monroe Street – PL05 – The Capitol  
Tallahassee, Florida 32399-0001

Dear Governor Scott:

The State of Florida E911 Board respectfully submits its 2013 Annual Report. The E911 Board's mission, and primary goal, is to work in partnership with Florida counties to promote the deployment of advanced 911 systems statewide and champion educational opportunities to the 911 community in support of the delivery of exceptional 911 services to the residents and visitors of the State of Florida.

Highlights of some of the year's accomplishments include:

- The Board approved a one-time special disbursement of \$7.1 million from the Emergency Communications Number E911 System Fund (E911 Trust Fund), which was to supplement the counties for declining E911 fee revenues.
- The Board awarded \$2 million in an E911 State Grant Program to support counties in upgrading and deploying E911 and Next Generation 911 (NG-911) systems.

The following items highlight the year's financial activities:

- \$107.8 million in E911 fees were collected and remitted by the service providers to support E911 in Florida.
- E911 fee revenues continued to decline in 2013, as revenues decreased \$1 million, which was attributable to continuing reductions in wireline subscribers.
- E911 fee revenue was reduced by the reclassification of some carriers' customers to prepaid. This resulted in an estimated direct reduction of approximately \$10 million in revenue for county E911 systems. The moratorium on prepaid fee collections sunset on July 1, 2013 with no provision for collection of the fees.
- The Board approved the total disbursement of \$105.8 million, which included \$97.8 million to counties to help support E911 systems and the remainder for service provider cost reimbursement and Board administration.

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Benjamin S. Guthrie • David A. Konuch • Sandra A. Khazraee • Dale M. Mitchell • Tomer Nadler • Ira U. Pyles

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The current success of the E911 system in Florida is largely due to the efforts of the Governor and the Florida Legislature. Continued support on legislative and funding issues is essential to maintain and continue the operations and enhancements to the E911 systems. In addition, regulatory and technological improvements are needed to assure rapid emergency response to 911 callers' requests for assistance for the protection of Florida's citizens and visitors.

On January 8, 2014, Governor Rick Scott appointed Dale Mitchell to the E911 Board, although the new Board member did not join in time to participate in the drafting of the report.

This report is respectfully submitted to you with the unanimous support of the State of Florida E911 Board. By our signatures below, the Board reaffirms its dedication to provide and improve Florida's Enhanced 911 systems.

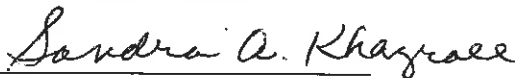
Sincerely,



Charles C. Freeman  
Vice Chair



Stan L. Greer



Sandra A. Khazraee



Dale M. Mitchell



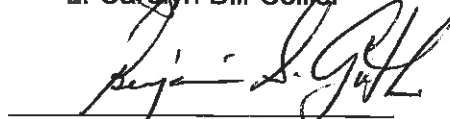
Marilyn M. Haroutunian



John C. Ford  
Chair



L. Carolyn Dill-Collier



Benjamin S. Guthrie



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The Florida Senate  
404 South Monroe Street – Suite 409 – The Capitol  
Tallahassee, Florida 32399-1100

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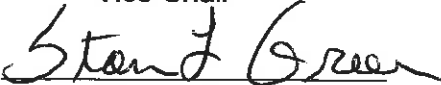
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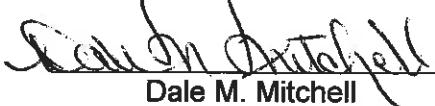
Charles C. Freeman  
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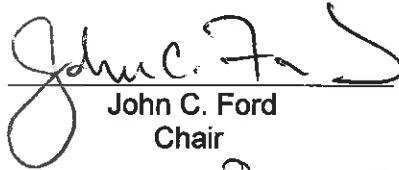
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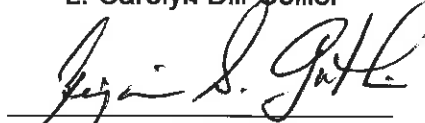
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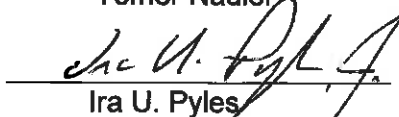
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Florida House of Representatives  
402 South Monroe Street – Suite 420 – The Capitol  
Tallahassee, Florida 32399-1300

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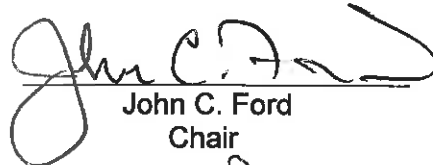
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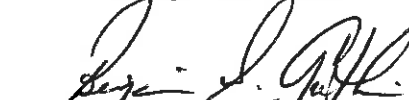
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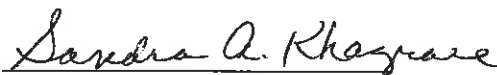
  
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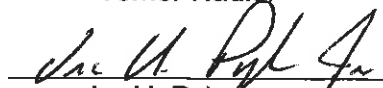
  
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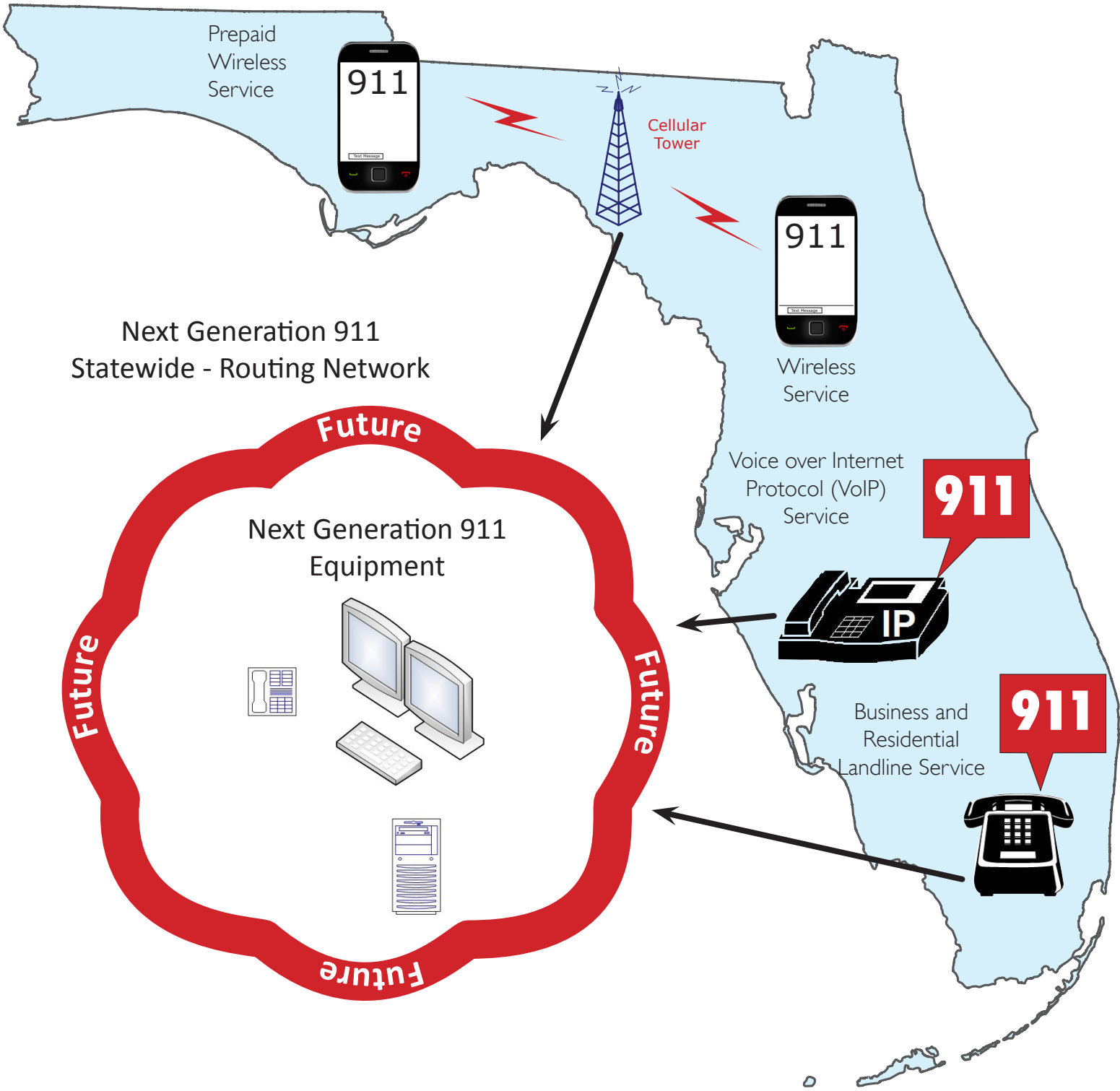
  
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## E911 Board 2013 Annual Report

### A. INTRODUCTION

The E911 Board is pleased to provide this annual report, as required by paragraph 365.172(6)(c), Florida Statutes, which reflects the quarterly and annual receipts and expenditures of the Emergency Communications Number E911 System Fund (E911 Trust Fund). This report:

- Evaluates the availability and evolution of 911 service in Florida;
- Examines future concerns and direction related to providing E911 services;
- Appraises reasons for making or not making an adjustment to the fee;
- Analyzes the revenues Florida received for wireless and non-wireless E911 fees, and the expenditures including:
  - Counties' costs to operate and maintain their E911 systems;
  - Service provider costs;
  - Board administration costs; and
  - Rural county and statewide grant programs.

This year's annual report covers three major issues that are impacting the E911 system throughout Florida. These include serious reductions in the E911 fee collections, the implementation of the board's short term initiative (text to 911) and long term proposal for the state's move to next generation 911 service.

The board is required to prepare this annual report on or before Feb. 28, 2014, to the Executive Office of the Governor, President of the Senate, and Speaker of the House of Representatives. The board will also simultaneously post the report on the Florida E911 website<sup>1</sup> for review by members of the Senate and House of Representatives, county commissions, 911 coordinators, sheriffs, police, fire and medical services, state agency and local government department personnel, members of the Florida Association of Counties (FAC), Florida League of Cities, Federal Communications Commission (FCC), Federal Department of Homeland Security, emergency operations personnel, and the citizens of Florida.

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<sup>1</sup>See [Florida E911 website](http://florida911.myflorida.com/) at <http://florida911.myflorida.com/>

## E911 Board 2013 Annual Report

### B. EXECUTIVE SUMMARY

The continued popularity and growth of pre-paid wireless service and its effect on state E911 revenue collections again represented the most significant issue that the board faced during 2013. In 2007, a moratorium on collection of the Enhanced (E911) fee on prepaid wireless services went into effect resulting in a continual loss of E911 fee revenue each year thereafter. In 2013, this trend accelerated as prepaid service continued to increase its overall share of the wireless market.

The moratorium on collection of prepaid wireless E911 fees ended in June 2013, but without legislation in place to direct prepaid providers on how to collect the E911 fee. As a result, few if any prepaid providers remitted the fee and E911 fee revenues continued to decrease throughout 2013. Legislation is currently pending that would include pre-paid revenues into the fund, while at the same time, reducing the overall E911 fee amount.

In 2013, E911 fee revenues decreased by approximately \$1 million, which includes a 0.2 percent increase in the wireless E911 fee revenue and a 2.7 percent decrease in non-wireless E911 fee revenue. VoIP provider non-wireless revenue increased, but not enough to offset the decrease in other non-wireless revenue.

The E911 fee revenue is of critical importance to the board and Florida's counties, with a direct impact on public safety for our citizens and visitors. To account for the loss of pre-paid revenues, the board authorized a special disbursement of over \$7 million from the E911 Trust Fund to provide assistance to counties impacted by the fee reduction. The E911 Trust Fund can no longer offset the reductions being experienced because of the prepaid fee suspension. The board remains optimistic that pending legislation to address prepaid will be enacted during the 2014 session.

The E911 Board rural county programs provide funding assistance to purchase and maintain E911 systems in 31 rural counties. As a result, E911 systems are operational and being maintained in all counties throughout Florida. E911 systems provide lifesaving capabilities, including E911 call answering, call back, and location determination.

#### 1 Significant Findings – Current E911 Status

- All of Florida's 67 counties maintain E911 Phase I and II systems. Eight counties (rural, medium, and large) were awarded more than \$2 million in 2013 through the E911 State Grant (cost reimbursement) Program to support their E911 systems.
- Thirty rural counties received more than \$2.8 million in total disbursements in 2013 through the E911 rural county programs to support their E911 systems.

#### 2 Financial Highlights

- The Board E911 fee collections in Florida totaled \$107,844,715, a decrease of \$1,051,427 compared with 2012. The reduction in fee revenue primarily resulted from the continued popularity and increasing market share of prepaid wireless providers who do not remit the fee and a continuing decline in non-wireless subscribers.
- In 2013, the board approved service provider and county disbursements and administrative costs that totaled \$105,876,681 to support E911 in Florida.

- The board approved the disbursement of \$99,861,152 to counties to help support operational E911 systems.
- The board distributed \$7,255,169 to wireless service providers that requested reimbursement as authorized in Florida Statutes, for actual costs of implementing and maintaining wireless E911 in Florida. Wireless service provider cost recovery was approximately 11 percent of the wireless fee in 2013.
- The board approved a disbursement of more than \$7 million of trust fund revenues to Florida counties in a special disbursement in January 2013. This will keep the majority of the counties at their projected funding level for fiscal year 2012-13 to help assure funding for E911 expenditures.
- Board expense disbursements totaled \$837,272 for necessary accounting, legal, administrative and technical staff support, and administrative expenditures.
- Non-wireless Local Exchange Carriers' (LEC) costs, board administration costs, and submitted wireless service providers costs were covered at 100 percent in 2013.
- E911 revenues disbursed, including county allocation, special disbursements and grant programs, provided 56 percent of the counties' actual costs for allowable E911 expenditures in their individual fiscal year 2012-13.
- Public safety agencies continually adapt to new voice communication services to provide 911 emergency response. Next Generation 911 (NG-911) represents the migration of E911 systems to Internet Protocol-capable equipment and networks. NG-911 systems will resolve E911 call routing and location determination deficiencies in the legacy systems while providing data, text and video capabilities for Public Safety Answering Points (PSAP) to support emergency communications.
- The Federal Communication Commission (FCC) has recognized the need to expedite the implementation of NG-911 to benefit people with disabilities and improve emergency response. In 2013, all four major wireless carriers and public safety organizations volunteered to begin offering their subscribers text-to-911 services by May 2014. The proposed text-to-911 solution provides SMS users and people with hearing and speech disabilities the ability to use their everyday communication device to contact 911. Before text-to-911 is available to the public the PSAPs have to be technically ready and notify the providers that the provider is specifically authorized to deliver and the PSAP is specifically authorized to accept text-to-911. This year, the board heard presentations from all four major wireless companies concerning their plans and capabilities to deploy text to 911, and from network services providers TeleCommunication Systems, Intrado and Cassidian. All providers noted that the easiest and least costly way to provide the service was using an Internet gateway.
- The board continues to work with the Department of Management Services (DMS) to develop a managed Internet Protocol (IP) NG-911 routing network service for routing and delivery of 911 emergency calls and texts. A handful of counties, including Palm Beach and Saint Lucie, have begun installing Next Generation 911 systems. At the same time, all 67 Florida counties continue to maintain and periodically update 911 systems with the board's financial help. This is accomplished through the ongoing cooperation between all stakeholders, including the county 911 coordinators, wireless industry, non-wireless industry, and 911 service providers with the Board and DMS serving as the catalyst. Continued support of the Florida Legislature and Governor's Office is essential to maintain 911 systems statewide for the protection of Florida's citizens and visitors.

### 3 Legislative Recommendations and Strategic Priorities

In 2013, the board worked with the telecommunications industry, retail association, and counties (through their 911 coordinators) to identify potential 2014 legislative changes.

The most critical legislative issue remains the collection of E911 fees on prepaid wireless service.

Although the moratorium on collecting E911 fees on pre-paid wireless services sunset by operation of law in 2013, much uncertainty exists as to which providers must pay, when, and in what amounts. As a result, wireless subscriber E911 fee remittance revenues increased only 0.2 percent during 2013. The board remains hopeful that legislation resolving the issue of which, when, and how much pre-paid providers must remit to the fund will become law during 2014, thereby resulting in much needed infusion of additional funds into the system. Resolving the issue of collecting fees from prepaid wireless providers is imperative if the board is to continue to ensure 911 services are available throughout the state.

In 2013, the E911 fee revenue disbursed to counties as part of the percent allocation disbursement only accounted for 45 percent of the actual counties' costs of allowable E911 fee expenditures. The additional funding from the E911 Trust Fund revenues for E911 Board Grants and Special Disbursements helped cover an additional 10 percent of the allowable county costs. Board involvement and funding support is critical to the development of NG-911 on a statewide level. With the added cost of E911 system replacement, upgrades and migrations, it is essential that wireless prepaid services resume collections to support the wireless services and texting for 911 systems.

In 2013, the board identified implementation of text to 911 as a key short term initiative.

In addition, the board identified the following as key long term initiatives:

- Statewide NG-911 Call Routing
- Statewide NG-911 Geographic Information System (Statewide 911 Mapping System)
- Hosted Public Safety Answering Point NG-911 CPE Systems
- Statewide NG-911 Education and Web training
- Statewide NG-911 Management Information System (MIS)
- Statewide E911 Pre-arrival Instructions
- Statewide Language Translation Services

### **C. BOARD, FEE, LEGISLATIVE INITIATIVES, AND PROGRAM**

The board, established by the Florida Legislature in 2007, and modified in 2011, is comprised of 11 members. The DMS secretary designates the chair of the Board. The Governor appoints five members who are county 911 coordinators and five members from the telecommunications industry. The current representation of the membership can be found on the Florida 911 Board website. The signatories to this annual report are the board members who were serving as of Dec. 31, 2013.

The board was established to help implement a statewide E911 system for wireless and non-wireless voice communication users.<sup>2</sup> One of the board's primary functions is to administer the funds derived from a monthly fee from each subscriber with a Florida billing address (place of primary use).

The board meets monthly with the goal of keeping Florida a national leader in E911 services. The board and DMS provide unified leadership for all 911 issues through planning and coordination. The board addresses issues related to E911 system functions, features, and operations to enhance or improve E911 services. They also identify emerging technology and potential cost savings for the benefit and safety of Florida's residents and visitors. The board reviews county funding issues and provides funding assistance through rural and state grants.

The board has the authority to adjust the allocation percentages or the amount of the fee, or both if necessary, to assure full cost recovery for wireless providers or prevent over-recovery, including costs incurred or projected to be incurred. The board monitors changes in the fee revenue and expenditures, and reviews the fee rate and allocation percentage on a monthly basis. The board has noticed a statewide decline in fee revenues attributable to non-wireless voice communication users since it began monitoring and collecting revenues in 2007.

Additionally, although the moratorium on the collection of fee revenue from wireless prepaid voice communication users expired in 2013, prepaid wireless providers and members of the retail industry are looking for legislative action to establish the requirements for collection and for determination of jurisdiction of the wireless prepaid fee. It is important that all 911 fee revenues are remitted fully, correctly and timely in order to keep Florida's 911 system operating optimally and to allow the state to move forward with the next generation of 911 systems.

The chart below shows the existing E911 Fee Remittance and Collections:

<b><u>Service</u></b>	<b><u>Fee Cap</u></b>	<b><u>Application of surcharge</u></b>	<b><u>Determination of Jurisdiction</u></b>
Wireless – Post paid	\$0.50	Per-service-identifier basis (primary place of use)	Typically recorded based on billing address
Wireless – Prepaid	\$0.50	Need legislative action for point-of-sale collection.	Need legislative action for point-of-sale
Wireline – Landline	\$0.50	Per-service-identifier basis (number of access lines)	Typically recorded based on service or billing address
Wireline – VoIP	\$0.50	Per-service-identifier basis (number of access lines)	Typically recorded based on service or billing address

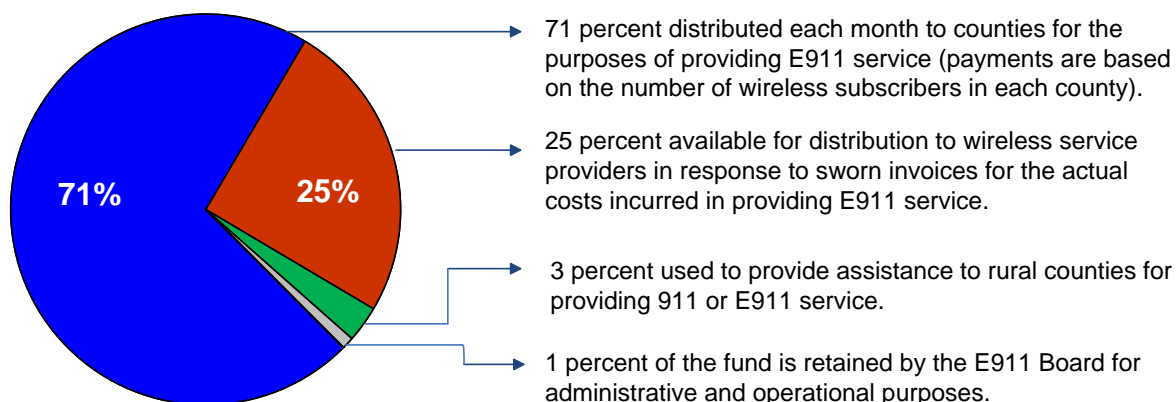
The board provides direct written notification and fee remittance process information to service providers. The information is also posted on the Florida E911 website for service providers and county notification.<sup>3</sup> Service providers have 60 days from the end of the billing month to remit the collected fees to the board.

<sup>2</sup> The State of Florida Wireless 911 Board was established by the Legislature in 1999 to help implement a statewide E911 system for wireless telephone users. This changed to the E911 Board in 2007 Legislation.

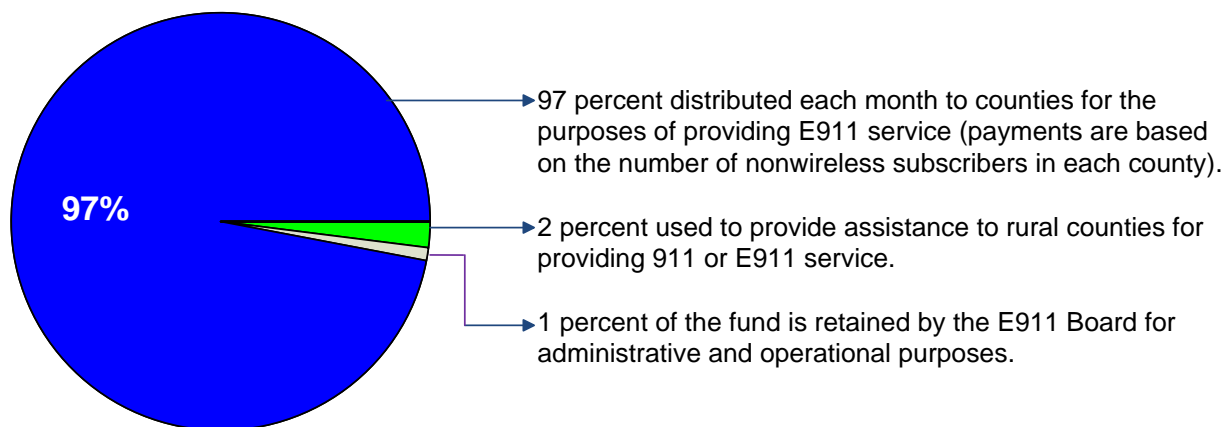
<sup>3</sup> See [Florida E911 website](http://florida911.myflorida.com/) at <http://florida911.myflorida.com/>

E911 fees are collected in accordance with subsection 365.172(8), Florida Statutes, and disbursed to county governments and wireless service providers in accordance with section 365.173, Florida Statutes.

- Wireless E911 Fee Allocation Percentages:



- Non-wireless E911 Fee Allocation Percentages:

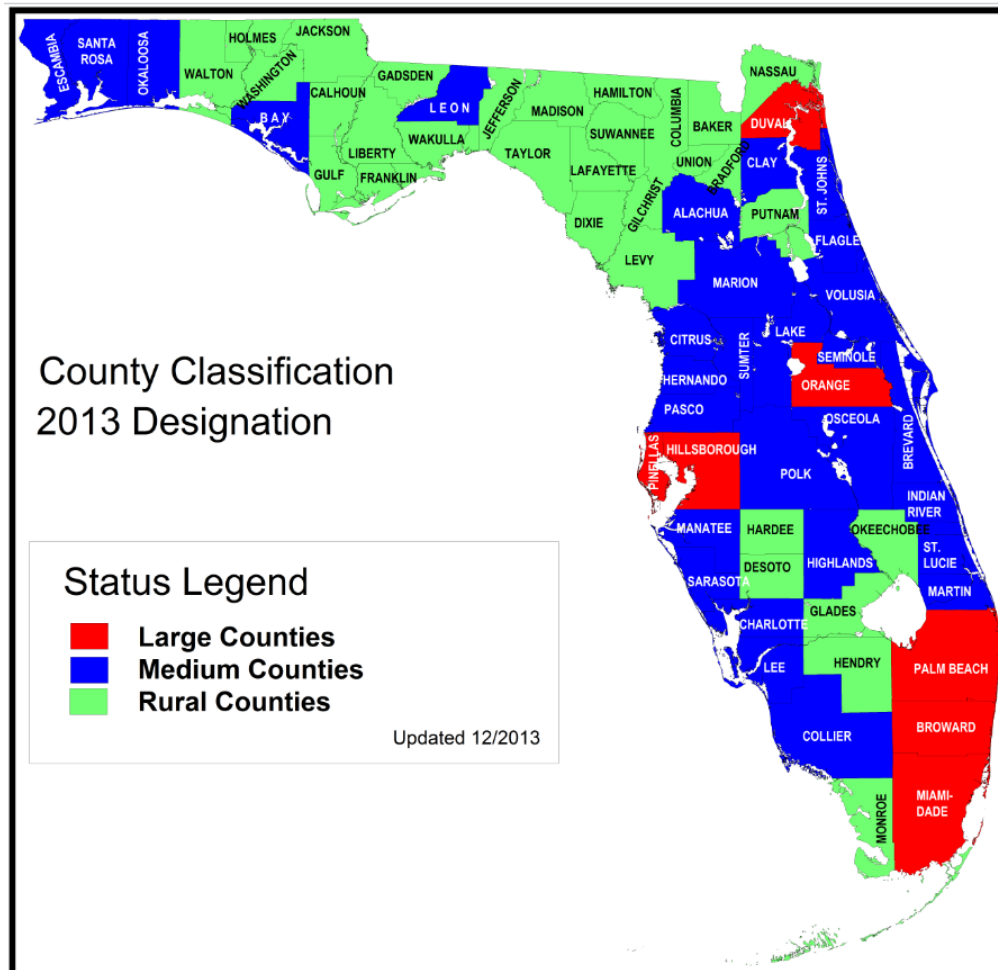


Historical information regarding the fee allocation percentages and including previous annual reports from the Board<sup>4</sup> and the Wireless 911 Board<sup>5</sup> is available on the [Florida E911 website](#).

<sup>4</sup> See [E911 Board Annual Reports](http://www.dms.myflorida.com/media/cits_media/florida_e911_files/florida_e911_board_information_files/e911_board_reports/) at [http://www.dms.myflorida.com/media/cits\\_media/florida\\_e911\\_files/florida\\_e911\\_board\\_information\\_files/e911\\_board\\_reports/](http://www.dms.myflorida.com/media/cits_media/florida_e911_files/florida_e911_board_information_files/e911_board_reports/)

<sup>5</sup> See [Wireless 911 Board Annual Reports](http://www.dms.myflorida.com/media/cits_media/florida_e911_files/wireless_911_board_meetings/wireless_board_reports/) at [http://www.dms.myflorida.com/media/cits\\_media/florida\\_e911\\_files/wireless\\_911\\_board\\_meetings/wireless\\_board\\_reports/](http://www.dms.myflorida.com/media/cits_media/florida_e911_files/wireless_911_board_meetings/wireless_board_reports/)

To ensure Enhanced 911 and the progression to Next Generation 911 (NG-911), the Florida Legislature and the Board have an E911 State Grant Program for all counties and supplemental disbursement and assistance funding available for rural counties. County classification based on population is shown on the following map:



## D. E911 TRUST FUND RECEIPTS AND DISBURSEMENTS

### 1. Wireless Receipts for Calendar Year 2013

The board received payments from collection of the E911 fee from 50 wireless service providers for calendar year 2013.<sup>6</sup> The total revenue received and deposited into the E911 Trust Fund by wireless service providers during the year was \$65,467,239. This indicates a 0.2 percent increase<sup>7</sup> from calendar year 2012 to 2013.

<sup>6</sup> The board maintains information showing the total amount of E911 fee revenues collected by each provider. This information contains confidential and proprietary data for each provider and is on file with the DMS, Division of Telecommunications.

<sup>7</sup> Based on E911 Board 2012 and 2013 Financial Reports.

The following table presents the collections on a quarterly basis.<sup>8</sup>

QUARTER	2011	2012	2013
First	\$ 18,716,149	\$ 16,963,623	\$ 16,172,015
Second	\$ 20,556,770	\$ 16,271,769	\$ 16,322,073
Third	\$ 18,721,902	\$ 15,097,390	\$ 16,510,726
Fourth	\$ 19,304,458	\$ 17,020,005	\$ 16,462,425
Total	\$ 77,299,279	\$ 65,352,787	\$ 65,467,239

## 2. Non-wireless Receipts for Calendar Year 2013

The board received payments from collection of the E911 fee from 202 non-wireless service providers<sup>9</sup> for calendar year 2013.<sup>10</sup> The total revenue received and deposited into the E911 Trust Fund by non-wireless service providers during the year was \$ 42,377,476 This indicates a 2.7 percent decrease<sup>11</sup> from calendar year 2012 to 2013.

The following table presents the collections on a quarterly basis.<sup>12</sup>

QUARTER	2011	2012	2013
First	\$ 11,983,033	\$ 11,542,065	\$ 10,875,493
Second	\$ 11,497,611	\$ 10,969,589	\$ 10,683,800
Third	\$ 10,695,815	\$ 9,707,644	\$ 10,454,293
Fourth	\$ 11,075,029	\$ 11,324,057	\$ 10,363,890
Total	\$ 45,251,488	\$ 43,543,355	\$ 42,377,476

## 3. Disbursements for Calendar Year 2013

The board approved a total of \$105,876,681, which was disbursed from the E911 Trust Fund during the year.

### a. Disbursements to Counties

The board approved a total of \$97,784,240, which was disbursed from the E911 Trust Fund during the year to counties.

#### 1) Wireless Monthly Payments to Counties for E911

The E911 Trust Fund disbursed \$46,632,172 of wireless fee revenues to Florida counties in calendar year 2013.

<sup>8</sup> See Financial Report in Appendix 1 (Statement of Cash Receipts and Disbursements).

<sup>9</sup> 106 Local Exchange Carrier service providers and 96 VoIP service providers

<sup>10</sup> The board maintains information showing the total amount of E911 fee revenues collected by each provider. This information contains confidential and proprietary data for each provider and is on file with the DMS, Division of Telecommunications.

<sup>11</sup> Based on E911 Board 2012 and 2013 Financial Reports.

<sup>12</sup> See Financial Report in Appendix 1 (Statement of Cash Receipts and Disbursements).

## **2) Non-wireless Monthly Payments to Counties for E911**

The E911 Trust Fund disbursed \$41,154,147 of non-wireless fee revenues to Florida counties in calendar year 2013.

## **3) Special Disbursement to Counties for E911<sup>13</sup>**

The E911 Trust Fund disbursed \$7,123,547 of trust fund revenues to Florida counties in a special disbursement in January 2013.

## **4) E911 State Grant and Rural County Programs**

The E911 Trust Fund awarded a total of \$7,098,420 to 34 counties in calendar year 2013. Maintaining Enhanced 911, E911 Phase II, and funding of several NG-911 projects were the direct result of the grant programs. Without this funding, the current level of E911 service would not be possible in several medium and many rural counties. Additional details on the grant awards are included in [Florida E911 website](#) on the E911 Grant Information webpage<sup>14</sup>.

### **(a) E911 Rural County Grant Program**

The board disbursed a total of \$1,721,352 to 30 rural counties in calendar year 2013, in response to submitted grant applications. These grants provide the funds necessary for E911 deployment and maintenance. These disbursements related to a 12.4 percent increase<sup>15</sup> from calendar year 2012 to 2013. Not all requests could be funded and numerous projects were not awarded because of the lack of revenue available.<sup>16</sup> Funding for some of the needed E911 equipment was awarded through the E911 State Grant Program.

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<sup>13</sup> See [Board Information](#) - Wireless 911 Disbursements to Counties, 12/12/2012 Special Disbursement at [http://www.dms.myflorida.com/suncom/public\\_safety\\_bureau/florida\\_e911/e911\\_board\\_information/](http://www.dms.myflorida.com/suncom/public_safety_bureau/florida_e911/e911_board_information/)

<sup>14</sup> See E911 Grant Information – Rural County Grant Program and E911 State Grant Program, Rural County Grants Fall 2013 Awards Post, E911 State Grant Fall 2013 Awards Post and E911 Rural Grant Award 2013 Spring under the Historical Rural County Grant Files at E911 Grant Information at [http://www.dms.myflorida.com/business\\_operations/telecommunications/public\\_safety\\_bureau/florida\\_e911/e911\\_grant\\_information](http://www.dms.myflorida.com/business_operations/telecommunications/public_safety_bureau/florida_e911/e911_grant_information)

<sup>15</sup> Based on E911 Board 2012 and 2013 Financial Reports.

<sup>16</sup> See E911 Grant Information for additional details on 2013 grant awards.

COUNTY	AWARD		COUNTY	AWARD
Baker	\$ 65,580		Jackson	\$ 48,137
Bradford	\$ 84,142		Jefferson	\$ 17,561
Calhoun	\$ 29,435		Lafayette	\$ 44,593
Columbia	\$ 142,462		Levy	\$ 25,585
DeSoto	\$ 16,163		Liberty	\$ 51,097
Dixie	\$ 56,970		Madison	\$ 49,489
Franklin	\$ 26,803		Nassau	\$ 67,106
Gadsden	\$ 46,337		Okeechobee	\$ 52,497
Gilchrist	\$ 47,249		Putnam	\$ 235,919
Glades	\$ 38,187		Suwannee	\$ 45,347
Gulf	\$ 30,344		Taylor	\$ 53,724
Hamilton	\$ 55,211		Union	\$ 57,497
Hardee	\$ 36,686		Wakulla	\$ 43,691
Hendry	\$ 69,436		Walton	\$ 110,729
Holmes	\$ 31,959		Washington	\$ 41,416

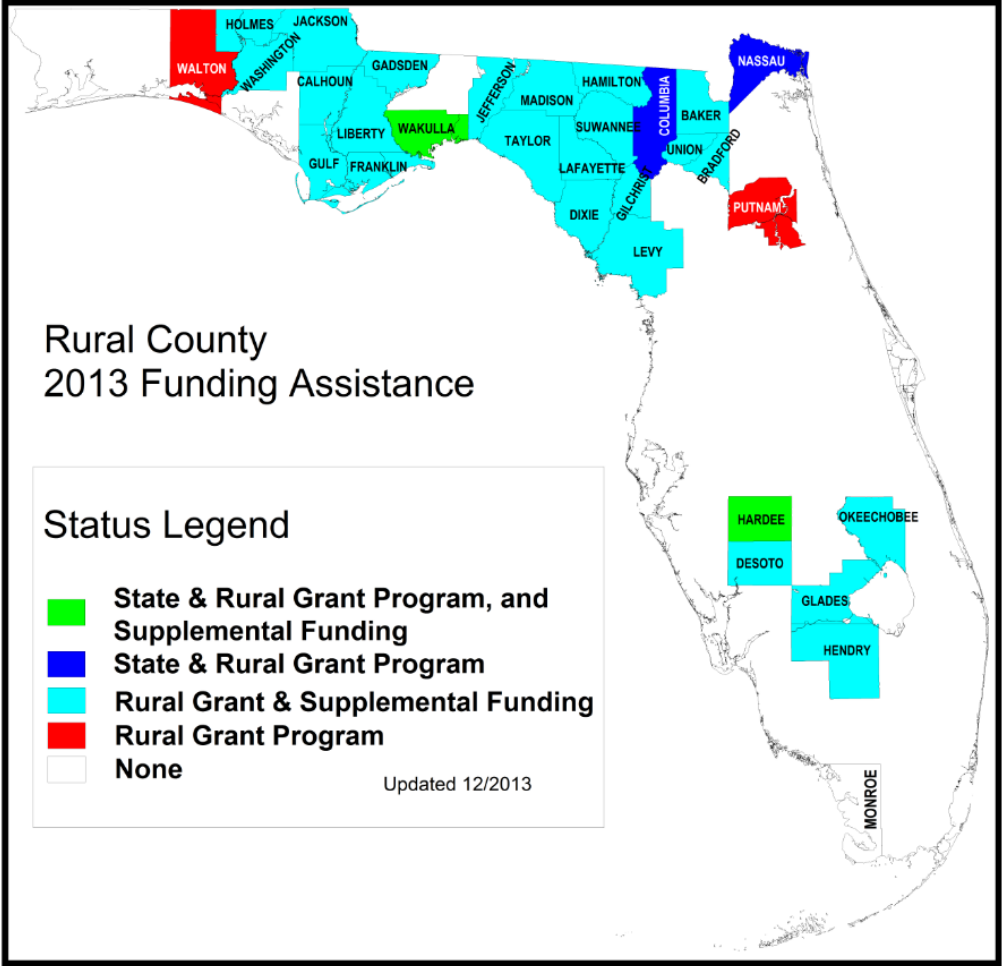
**(b) Supplemental Disbursements Payments to Rural Counties**

The E911 Trust Fund disbursed a total of \$1,153,022 to 26 rural counties in calendar year 2013. This related to a 1.5 percent increase<sup>17</sup> from calendar year 2012 to 2013. In rural counties with small numbers of wireless subscribers, E911 fee revenue cannot cover basic E911 costs. The rural county supplemental disbursement program provides additional E911 wireless fee revenue to assure that all counties receive a minimum of \$7,000 per month regardless of the actual E911 wireless fee revenue collected in the county.

COUNTY	AWARD		COUNTY	AWARD
Baker	\$ 36,578		Holmes	\$ 57,911
Bradford	\$ 39,149		Jackson	\$ 782
Calhoun	\$ 63,412		Jefferson	\$ 55,378
DeSoto	\$ 38,475		Lafayette	\$ 72,540
Dixie	\$ 63,013		Levy	\$ 3,778
Franklin	\$ 65,058		Liberty	\$ 72,208
Gadsden	\$ 1,995		Madison	\$ 54,661
Gilchrist	\$ 51,425		Okeechobee	\$ 24,957
Glades	\$ 69,002		Suwannee	\$ 9,086
Gulf	\$ 56,847		Taylor	\$ 49,869
Hamilton	\$ 64,520		Union	\$ 63,920
Hardee	\$ 42,171		Wakulla	\$ 21,260
Hendry	\$ 28,403		Washington	\$ 46,624

<sup>17</sup> Based on E911 Board 2012 and 2013 Financial Reports.

The following map depicts the grant program funding and rural counties being assisted throughout the state. The map shows the counties where E911 Rural County, supplemental disbursement and E911 State Grant funding have been awarded and disbursed.



**(c) E911 State Grant Program**

The board implemented the E911 State Grant Program in 2013 in accordance with the statutory provisions.<sup>18</sup> This program provides grants to counties for upgrading E911 systems. The counties must use these funds only for direct capital expenditures to establish and provide E911 services, which include next generation technology deployment.

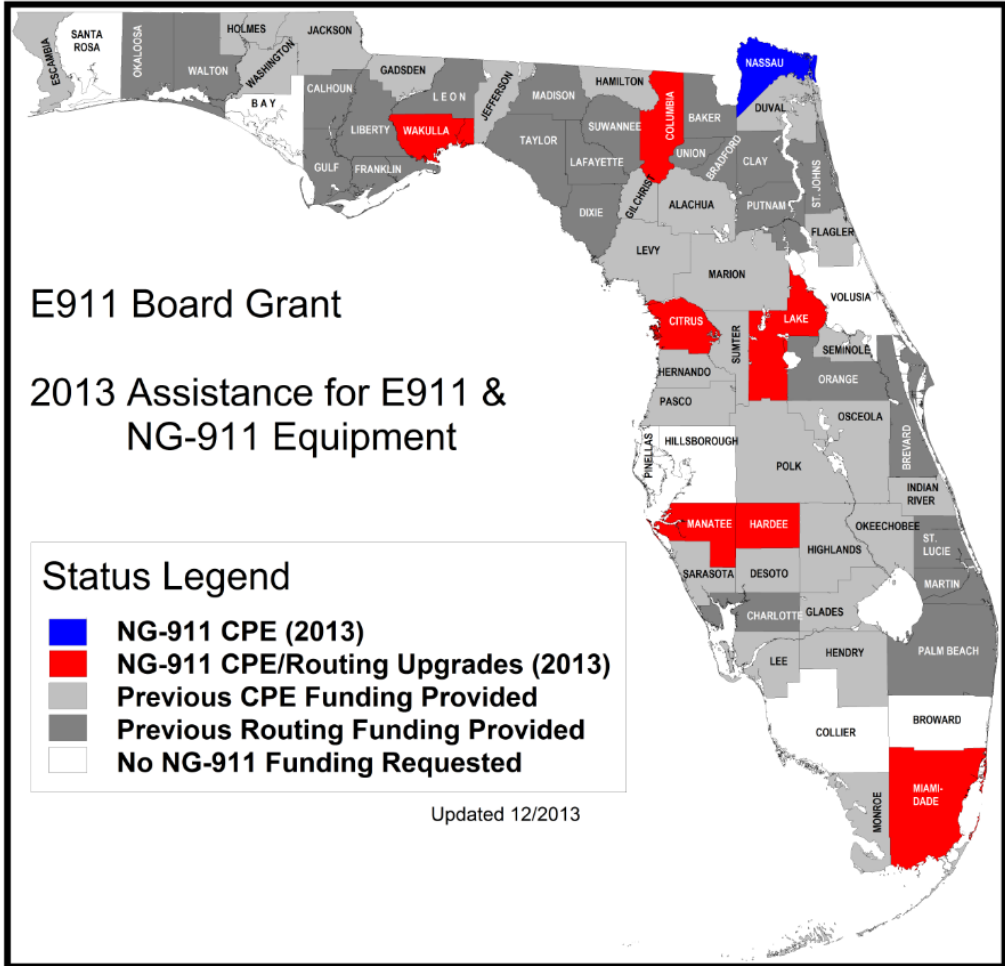
The board supported a number of counties with funding for their NG-911 initiatives. System replacement through the E911 grant programs is based not only on the technology involved but also on the equipment’s age, life expectancy and replacement need. The board works within the funding limits of the E911 Rural County and E911 State Grant programs to improve the technology available to the counties.

<sup>18</sup> See subparagraph 365.172(6)(a)3.b., Florida Statutes.

The board awarded a total of \$2,076,912 to eight counties in calendar year 2013, in response to submitted grant applications. The grants will provide the funds necessary for E911 equipment and systems. The county E911 equipment replacement needs increased in 2013 and this related to a 53 percent increase<sup>19</sup> in the grant programs from calendar year 2012 to 2013.

COUNTY	AWARD	COUNTY	AWARD
Nassau	\$ 402,079	Miami Dade	\$ 304,506
Citrus	\$ 237,291	Wakulla	\$ 55,506
Lake	\$ 353,252	Columbia	\$ 14,626
Manatee	\$ 573,308	Hardee	\$ 136,344

The following map depicts the grant funding and individual county initiatives for NG-911 throughout the state. The map shows the type of project for which either E911 Rural County or E911 State Grant funds have been disbursed.



<sup>20</sup>

<sup>19</sup> Based on E911 Board 2012 and 2013 Financial Reports.

<sup>20</sup> No NG-911 Funding Requested - Not all counties applied for NG-911 funding.

**b. Payments to Wireless Service Providers for E911**

The E911 Trust Fund disbursed a total of \$7,255,169<sup>21</sup> to wireless service providers that requested reimbursement as authorized in Florida Statutes,<sup>22</sup> in calendar year 2013, based on sworn invoices for actual E911 costs. This represents an approximate 25 percent decrease from calendar year 2012 to 2013.<sup>23</sup>

**c. Board Administration and Operations**

Board expenses in calendar year 2013 totaled \$837,272. This represents a decrease of 33 percent from calendar year 2012 to 2013.<sup>24</sup> The decrease was a result of completion of contract services related to the ENHANCE 911 Grant Act projects. The board is continuing its cost avoidance measures by conducting conference calls where feasible, and delaying and combining the public hearings or proceedings related to board legal matters until in-person meetings are scheduled.

The board's previous accounting firm, Law, Redd, Crona & Munroe, P.A. contract ended this year and the Board engaged a new accounting firm, Thomas Howell Ferguson, P.A. The firms accounted for expenditures of \$136,360 this year. Payments to the Attorney General's Office for Board Counsel during the year were \$23,789. The board reimbursed the DMS and Communications Working Capital Trust Fund \$395,885 for necessary staff support and administrative assessment fees. Meetings, consulting services, travel, and managerial costs accounted for the \$281,238 balance of administrative expenditures.<sup>25</sup>

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<sup>21</sup> See Financial Report in Appendix 1, Exhibit 4, for disbursements.

<sup>22</sup> See paragraph 365.173(2)(d), Florida Statutes.

<sup>23</sup> Based on E911 Board 2012 and 2013 Financial Reports.

<sup>24</sup> Based on E911 Board 2012 and 2013 Financial Reports.

<sup>25</sup> See Financial Report in Appendix 1, Exhibit 5, for a list of these disbursements.

#### 4. E911 Trust Fund Assets and Balance

<b>NET ASSETS – CASH BASIS</b>	
Beginning Balance 1/1/2013	\$ 31,096,889
E911 Fee Receipts in 2013	\$ 107,844,715
Interest Earned	\$ 361,635
Refunds of Grant Awards	\$ 109,759
Disbursements in 2013	\$ 105,876,681
<b>E911 TRUST FUND BALANCE 12/31/2013</b>	<b>\$ 33,536,317</b>
The E911 Trust Fund balance is separated as follows:	
Committed Funds for Wireless Providers	\$ 15,450,513
Committed Funds for Counties	\$ 14,119,055
Committed Funds for Rural Counties	\$ 425,942
Committed Funds for Awarded E911 State Grants	\$ 2,076,912
Committed for E911 Board Administration and Operations	\$ 1,463,895
<b>-- TOTAL NET ASSETS</b>	<b>\$ 33,536,317</b>

It is emphasized that this balance is a cash basis<sup>26</sup> as of Dec. 31, 2013, and does *not* reflect the current available balance within the E911 Trust Fund.

“Committed Funds for Counties” are funds collected for county disbursements. The funds include the E911 fee remittance revenue collected and awaiting disbursement processing and approval. There is a statutory<sup>27</sup> three-month remittance process for the service providers to collect and remit the subscribers fee revenue, board disbursement approval and financial administrative processing.

“Committed Funds for Wireless Providers” are funds collected for service provider cost recovery disbursements. The funds include the State E911 Grant Program revenue awaiting disbursement on certified invoices.

#### E. STATUS OF 911 SERVICES

Florida achieved a major milestone in the progression of E911 systems in 2008 when all 67 counties reported Phase I and Phase II completion.

##### 1. Enhanced 911

All 67 counties maintain Wireline Enhanced 911 (E911) services that provide the Public Safety Answering Point with telephone number and address.

<sup>26</sup> See Financial Report in Appendix 1.

<sup>27</sup> See paragraph 365.172(8)(e), Florida Statutes.

## **2. Phase I Wireless**

All 67 counties are Phase I compliant for all of the wireless service providers operating in their area. Phase I delivers the telephone number of the wireless handset originating a 911 call to the Public Safety Answering Point (PSAP) with the location of the cell site or base station receiving the E911 call. This information ideally provides the caller's general location.

## **3. Phase II Wireless**

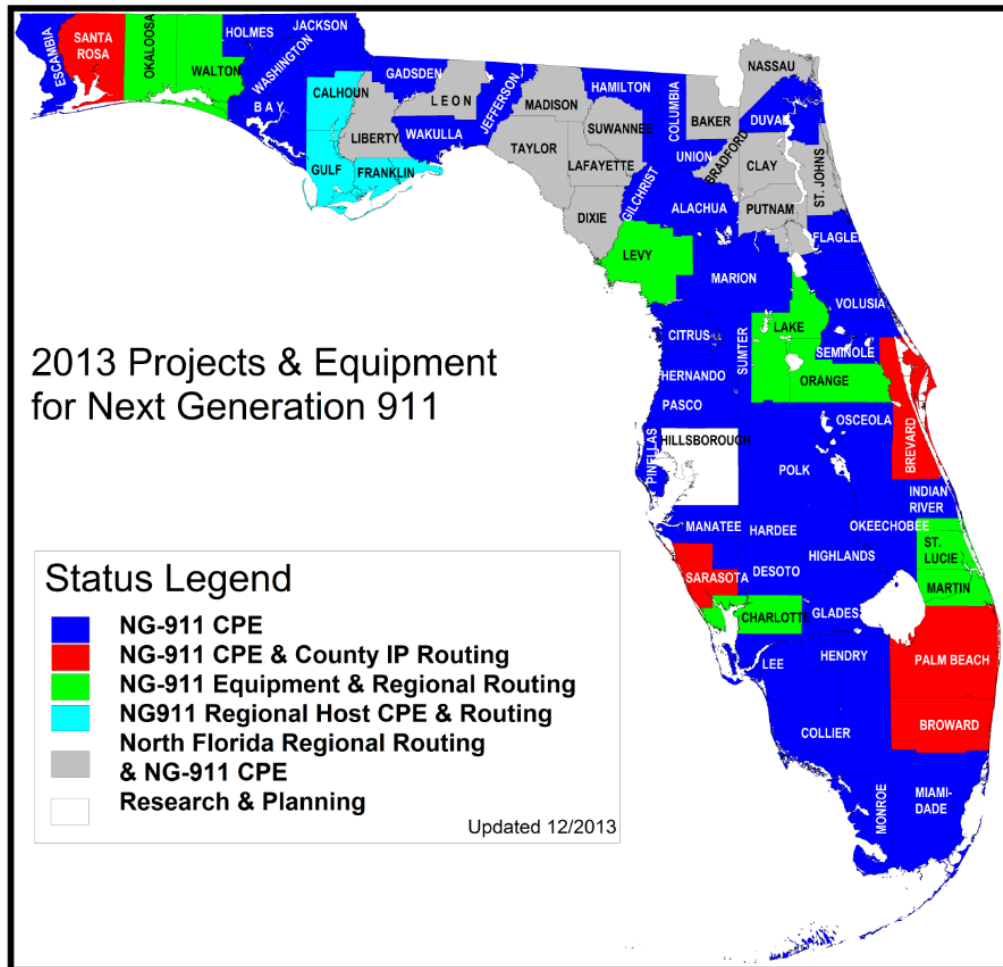
All 67 counties are Phase II compliant for all of the wireless service providers operating in their area. Phase II delivers latitude and longitude location information to the Public Safety Answering Point in addition to the telephone number and general location information.

## **4. Next Generation 911**

Next Generation 911 (NG-911) is the next progression in 911 systems. The existing legacy E911 systems were not designed or intended to handle new and emerging communication technologies and devices. NG-911 systems are designed to handle voice, data, text and video on a standardized IP-based platform. The design can handle new communication devices such as telematics devices; e.g. OnStar, Ford SYNC, etc., and resolve interoperability issues to provide the capability of a comprehensive emergency communications network.

NG-911 involves the migration to a managed IP network for delivery of 911 emergency requests (calls or messages) to the appropriate PSAP. For the purposes of this report, NG-911 is used to refer to the updating/replacement of the E911 system equipment and infrastructure, including the E911 call routing system network and the PSAP equipment and software. Replacing existing PSAP systems with NG-911 equipment is a major project requiring E911 fee disbursements as well as the board grant programs. This development will involve a multi-year transition and progression of Florida's E911 system.

The following map indicates the status of all county systems relating to NG-911 initiatives and does not indicate completion of all of the requirements for a NG-911 system, as currently defined by the National Emergency Number Association (NENA) i3 Standards.<sup>28</sup>



## 5. Implementation Issues

Historically, the Board's Rural County Grant Program funds advanced Phase II Wireless implementation in the state. Rural counties needing maintenance and/or the replacement of E911 systems continue to face funding issues. As counties add the features and services to move toward NG-911, their funding requirements will increase. Adequate funding is the biggest implementation issue currently being experienced by the public safety agencies.

On Feb. 22, 2012, Congress enacted the Next Generation 9-1-1 Advancement Act of 2012 as part of the Middle Class Tax Relief and Job Creation Act of 2012. Congress is still working on legislation to reauthorize provision of \$115 million in funding for public safety answering points to implement IP-Based infrastructure, funding is based on the spectrum auction. If and when the additional grants are authorized, DMS and counties may require additional board grant funding to assist with the matching portion of the grant.

<sup>28</sup> NENA [08-003 v1 - Detailed Functional and Interface Standards for the NENA i3 Solution](#)

PSAPs are still experiencing E911 problems with non-service initialized wireless telephones and there has been no action taken by the FCC to resolve the situation.

## **F. SHORT TERM STRATEGIC INITIATIVES**

Next Generation 911 is a very broad initiative requiring new technologies for incorporating video, data and voice. Due to the complexities, and cost, full implementation of Next Generation 911 make it a long-term initiative. However, in the short-term the critical public safety service of text messaging to 911 (text-to-911) is being singled out for aggressive deployment.

### **1. Statewide Text-to-911**

In recognition that NG-911 services are a few years away, the board and DMS are working with the industry in an effort to move forward on one critical short-term NG-911 initiative, the ability to text notifications of emergencies to 911 PSAPs. The first step was taken with the commitment of the wireless service providers to provide text-to-911 by May of 2014<sup>29</sup>.

Text-to-911 is currently under development by the major wireless carriers through the use of “best-effort” Short Message Service (SMS) capabilities. This solution, limited to the transmission of text only, is being provided as a short term solution to work with legacy and NG-911 call-taking systems until which time Multimedia Messaging Service (MMS) is implemented. MMS will allow for the transmission of text, photos, video and various other media formats in the NG-911 environment. Several Florida counties are in the process of requesting text-to-911 services from the wireless carriers.

AT&T, Verizon, Sprint, and T-Mobile are working on solution alternatives, beta testing and developing contracts with text control center providers to provide texts to the 911 PSAPs. Methods currently in development including Text-to-TTY interface, IP Web browsers, and an IP gateway solution appear to be progressing for a first quarter 2014 release. In 2013, AT&T Mobility, Verizon and Sprint provided text-to-911 capability presentations to the Board. Text control center providers and 911 call taking equipment manufacturers including TeleCommunication Systems, Intrado and Cassidian, provided text-to-911 presentations to the Board for an understanding of the technical abilities and challenges.

The board is working with DMS, the providers, vendors and counties to develop a statewide implementation and educational plan. Technical connectivity issues, existing 911 equipment limitations and projections of equipment upgrade needs and funding required for the statewide initiative will be addressed in this plan. Information from wireless service providers on the IP gateway and service delivery options are still pending and needed for completion of the statewide implementation plan. Education is critical with this best effort service to inform the citizens of the concerns and limitations when compared to existing enhanced 911 voice service.

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<sup>29</sup> A December 6, 2012 AT&T, Verizon, Sprint Nextel and T-Mobile USA, NENA & APCO agreement where the carriers volunteered to offer their subscribers text-to-911 services by May 15, 2014, consistent with certain parameters.

## **G. LONG TERM STRATEGIC INITIATIVES**

The board advocates E911 issues related to system functions, features, and operations to enhance 911 services in Florida. The board considers emerging technology and related cost savings for the benefit and safety of our residents and visitors. A board goal is to provide residents and visitors of the state of Florida with the most technologically efficient and cost-effective E911 services available within the funding allowances. As previously explained, E911 is not designed to, or capable of, taking advantage of current technologies and will not handle emerging technologies. The board is promoting implementation of NG-911 emerging technologies and migration to an IP delivery system for 911 services.

The Federal Communication Commission (FCC)<sup>30</sup> is encouraging state-level governance of the development and deployment of NG-911. This state-level governance is seen as the way to successfully transition to statewide NG-911 and eventually lead to the implementation of a national 911 system. Currently the board is working with the DMS on developing and implementing long-range initiatives. The transition to NG-911 services will require modifications in legislation, and funding in addition to implementation and operational issues.

Legislation and funding issues are discussed in the appropriate sections of this report. The following are board technical and system implementation, training, and operational strategic initiatives:

### **1. Statewide NG-911 Call Routing**

At the June and September 2013 board meetings, the board reaffirmed the selection of NG-911 statewide routing as the number one long-term strategic initiative and requested DMS assistance with implementation of the initiative. Regional routing systems have been funded as a precursor to implementing a statewide NG-911 routing system. Board Grant funded regional pilot projects are providing critical information on the effects of IP routing and E911 system call processing. The development of a statewide ESInet is required to provide IP routing of 911 calls through a statewide network connection or through the existing county/regional routing networks.

The ENHANCE 911 grant project prepared the Next Generation E911 systems design and technical specifications for statewide NG-911 routing of 911 calls based on the NENA i3 standards. The specifications, in conjunction with the State E911 Plan, will provide the framework requirements for the 911 service. The design specifications and documents have been posted on the Florida E911 website.<sup>31</sup>

These technical documents provide a blueprint for statewide NG-911 routing using a statewide IP network. The Department of Management Services prepared a Request for Information (RFI), hosted the industry, and received input as part of the effort to further develop plans for the final procurement and related business case.

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<sup>30</sup> Federal Communication Commission in their Feb. 27, 2013, Report to Congress “Legal and Regulatory Framework for Next Generation 911 Services” recommended state action on NG-911. “Local and state public safety authorities should retain their primary responsibility for the deployment and configuration of 911 and NG911 services, but Congress should encourage states to establish or empower state 911 boards or similar state-level governance entities to provide technical and operational expertise necessary for the development and deployment of NG911.”

<sup>31</sup> ENHANCE 911 Act Grant Program, Florida NG-911 Routing Service Technical Specifications [http://www.dms.myflorida.com/suncom/public\\_safety\\_bureau/florida\\_e911/e911\\_grant\\_information](http://www.dms.myflorida.com/suncom/public_safety_bureau/florida_e911/e911_grant_information).

The project plan will include a Request for Quotation (RFQ) procurement for a design consultant firm to develop a business case including a financial model based on the project technical specifications. Based on the responses to the RFQ, costs for the development of the business case will be known and available for review during the legislative budget session. Contingent on spending approval, the business case will provide the finance and billing information for the financial model and billing language required for the development of ITN procurement documents.

The technical specifications will be reviewed to ensure they include new requirements based on the future NENA i3 standard update for the Next Generation 911 statewide routing system utilizing a Public Safety grade IP transportation network.

## **2. Statewide NG-911 Geographic Information System (Statewide 911 Mapping System)**

Statewide NG-911 GIS data is the future for caller location determination. The proposed statewide GIS database will utilize current county GIS maps, which consist of county base maps and road data layers, including boundary data on each county, public safety answering point, and emergency service zone (area). The database will be compliant with the individual county's Master Street Address Guide (MSAG).

The proposed procurement approach is to engage an E911 GIS consultant through a competitive procurement process to develop technical specifications. The department would then solicit and secure, under a state purchasing contract, the synchronization of road and point data layers, boundary data and existing E911 databases to develop and maintain 911 mapping and hosting in accordance with existing state policy and procedures.

## **3. Hosted Public Safety Answering Point NG-911 CPE Systems**

Currently, Florida counties are purchasing the E911 system equipment that is dedicated to their county PSAPs. The E911 fee revenue being collected from Florida's subscribers is not keeping up with the costs of the individual E911 equipment and services. Hosted NG-911 services for PSAPs will provide enterprise NG-911 equipment and services that can be shared with other counties and PSAPs. Hosting will be able to leverage software and hardware upgrades with technical services to enable PSAP systems to maintain current revisions of the latest 911 systems.

Florida is especially susceptible to major climatic events that can damage and destroy E911 Public Safety Answering Points. Past events have shown the need to develop an emergency contingency plan for these critical systems. Another critical component to emergency response and disaster recovery is a planned and adaptable remote backup capability. A diverse hosted PSAP equipment system can provide for continuous operations of 911 during catastrophic events.

The proposed approach is to engage an E911 consultant through a competitive procurement process to develop technical specifications. The department would then solicit and secure, under a state purchasing contract, the 911 equipment and hosting service, in accordance with existing state policy and procedures.

#### **4. Statewide NG-911 Education and Web-training**

There are two parts to this initiative: public education and public safety agency education. The board reviews 911 educational training needs, opportunities and standards for the State of Florida.

Public Education is needed to inform citizens and visitors of the availability, non-availability, abilities and limitations of the 911 systems throughout Florida. Coordination with federal agencies, disability organizations and public and private sectors is needed for a unified public education program. The content includes wireless accuracy issues, text availability and non-availability, 911 response and operational issues in specific areas throughout Florida.

This initiative develops an instructional program to assist county agencies with 911 training for county 911 coordinators, 911 public safety telecommunicators and other 911 personnel. The content includes 911 e-training for 911 terminology, standards, operations and call taking functions.

The implementation plan requires an e-training E911 specialist vendor to provide a hosted training service for all Florida 911 personnel.

#### **5. Statewide NG-911 Management Information System (MIS)**

Public Safety 911 MIS provides critical information on 911 call details and trunk usage. The need for additional positions, equipment, and personnel can be justified based on the data captured and trend analysis in a statewide MIS. Justification of funding is becoming an increasingly important requirement due to reductions in fee revenue, which must be augmented from county general revenues. This implementation requires funding for a state contract to provide a hosted MIS for all Florida 911 PSAPs.

#### **6. Statewide E911 Pre-arrival Instructions**

The board has approved county grant funding requests for implementation of pre-arrival instructions for 911 calls involving emergency medical, law enforcement and fire. Funding is needed for certification, training, software and hardware necessary to provide pre-arrival instruction (until the emergency responder's arrive on the scene). The next step is to assure that these services are available throughout Florida for all of the citizens and visitors. This implementation requires funding for all counties to provide certified pre-arrival instructions.

#### **7. Statewide Language Translation Services**

The ability to communicate effectively with a 911 caller is essential for any emergency response situation. With the number and diversity of international visitors, language translation is an essential service for Florida's public safety agencies. Language translation services for call takers are available at the majority of PSAPs. The advent of video messaging will also bring a need for emergency call translation services trained in sign languages, including American Sign Language, for video calls to 911 from hearing impaired individuals.

This initiative includes the implementation of a statewide language translation service through the proposed statewide NG-911 call routing system. In addition to the spoken language services, the system will need to be able to eliminate language barriers dealing with implementations of text-to-911 and written languages. This implementation requires funding for a state contract to provide a language translation service contract for all county 911 PSAPs.

The short-and long-term strategic initiatives outlined in the prior sections are all programs that are contingent upon adequate funding. The board will support these initiatives at the local level through grants to the counties and funding of statewide programs to implement NG-911. However, the board's first priority must be sustaining the state's current level of 911 service. With dwindling revenues, meeting today's needs and funding the initiatives that will improve 911 service in our communities is becoming a challenge. With support of the Legislature, counties, wireless service providers, LEC industry, and board assistance programs implementation of these other initiatives may be possible.

## H. RESULTS OF E911 SERVICE DATA EVALUATION

### 1. County Projection Analysis

Detailed findings, summarized from county questionnaire responses, provide rural, medium, and large county data collected, recorded, and totaled in a spreadsheet in Appendix 2. Actual county analysis and questionnaire responses are stored in the Board Annual Report files and are available upon request.

The analysis of the data indicates that the wireless and non-wireless fees counties received, on average, cover only 45 percent of their actual costs. In the counties' fiscal year, October 2012 through September 2013, the total disbursed to the counties from the fee revenue<sup>32</sup> was \$87,667,674, not including grants or interest, with total county expenditures of \$196,320,831.

- The counties' fee revenue consisted of \$41,154,146 from non-wireless and \$46,513,528 from wireless. Forty-seven percent<sup>33</sup> of the fee revenue was generated by the non-wireless fees, while 53 percent<sup>34</sup> was generated by wireless fees.
- Additional revenues of \$17,357,531 covered and additional ten percent. These were received in the form of special and supplemental disbursements, and the annualized E911 Rural County and E911 State grants of \$6,985,487 from the E911 Trust Fund.
- In total, fee revenue and special disbursements and grants funded 56 percent<sup>35</sup> of the counties' total expenses
- The costs provided by the counties represent their actual expenditures in the fiscal year. These expenditures are based on the allowable expenses per subsection 365.172(9), Florida Statutes. Counties did not include all of the costs for some local jurisdictional PSAP call takers and equipment replacement costs, because the county information was based on actual, not projected, costs.

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<sup>32</sup> Non-wireless revenue of 97 percent and wireless revenue of 71 percent of the fee is allocated. -See Appendix 2 (Total E911 Fees).

<sup>33</sup> Based on actual county and board data - See Appendix 2 (Percent Non-wireless of Total Fee).

<sup>34</sup> Based on actual county and board data - See Appendix 2 (Percent Wireless of Total Fee).

<sup>35</sup> Based on actual county and board data -See Appendix 2 (Percent E911 Fee & Board Assistance of Total Expense).

### **a. County Wireless Fee Projection**

The resulting decrease in revenue reduces the percentage covered by the E911 fee resulting in additional burden on the county's general revenues. The impact on each county is dependent on the county's ability to provide additional funding for the E911 expenditures. The reduction in funding may have a negative impact on the Florida's E911 system.

The board approved a disbursement of more than \$7 million of trust fund revenues<sup>36</sup> to Florida counties in a special disbursement in January 2013. This will keep the majority of the counties at their projected funding level for fiscal year 2012-13 to help assure funding for E911 expenditures.

## **2. Rural Counties Projection Analysis**

The board rural county financial assistance program consists of two parts, the Rural County Grant Program and the Board Supplemental Disbursement Program. Funding available for these programs has decreased by \$412,441, from the 2011 level.<sup>37</sup> This has limited the dollars available for the Rural County Grant Program, which provides funding assistance for maintenance and equipment purchases.

The Board Supplemental Disbursement Program assists rural counties funding of access line, trunking costs, and other associated E911 expenses. This program assures that all counties receive a minimum of \$7,000 per month. The program costs have increased as subscriber E911 fee revenue decrease. The increased costs to the rural county supplemental disbursement program since the decreased experience in prepaid revenues in 2011 are \$64,011,<sup>38</sup> reducing the amount available for rural county grants.

The 2013 Rural County Grant Program application dates were April 1 and Oct. 1, 2013. The Rural County Grant Program funds capital equipment purchases, upgrades and maintenance. The board disbursed a total of \$1,721,352 in grant funding to 30 rural counties in 2013. The majority of the funding was awarded for maintenance of the existing 911 systems.

County expenditures for E911 systems are cyclical with the equipment being purchased in one year followed by years where the county should try to build up their county fund balance with carry forward funding for the next system purchase. The majority of the rural counties expends all of their revenues on annual costs and do not have carry forward funding available for system replacement.

The five-year forecast for funds required to maintain Phase II wireless<sup>39</sup> is shown with the projected decrease in available rural county grant funding. The costs are based on estimated system maintenance, replacement equipment, and additional associated E911 equipment.

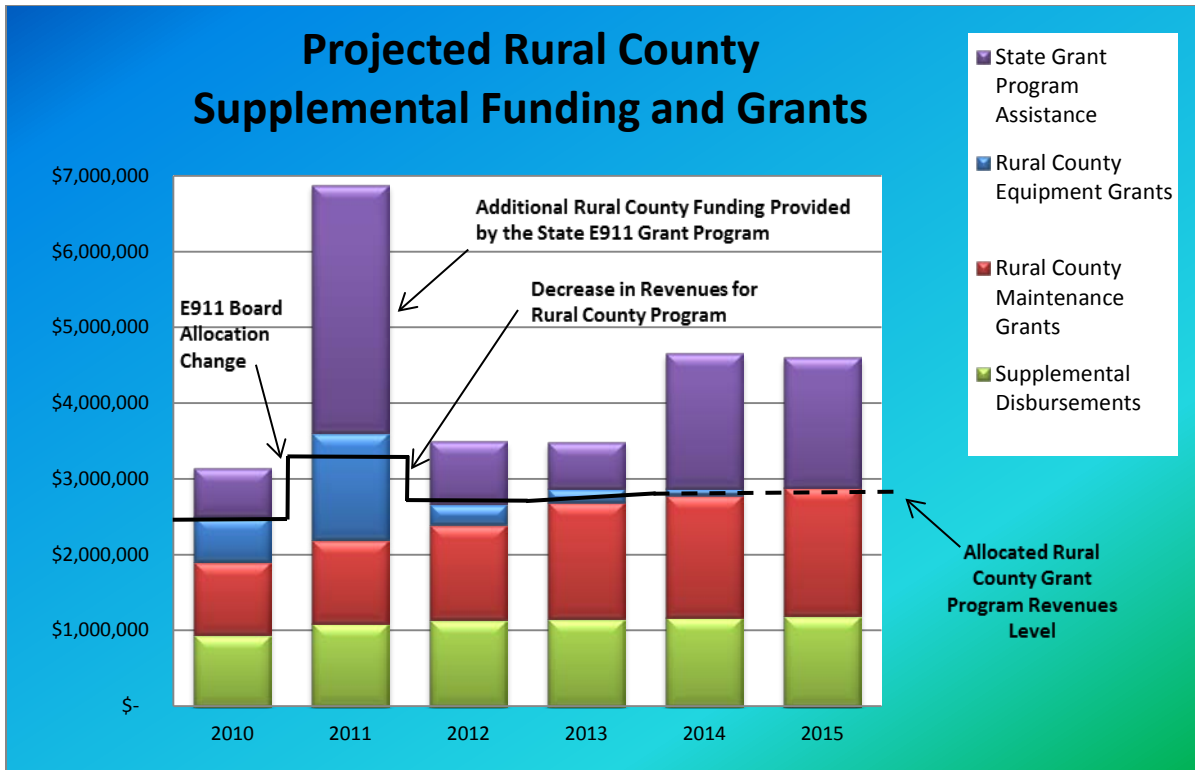
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<sup>36</sup> Board action Dec. 12, 2012 for disbursement in calendar year 2013.

<sup>37</sup> Based on paragraph 365.173(2)(g), Florida Statutes and the current allocation percentage (3 percent) of the actual E911 wireless fee revenue and (2 percent) of the actual E911 non-wireless fee revenue decrease.

<sup>38</sup> Based on the actual supplemental disbursements of 2011 compared to the actual supplemental disbursements of 2013.

<sup>39</sup> Updated from the 2011 Annual Report.



Source: Based on board data and projections

The E911 State Grant program, while primarily developed for medium and large counties, is also available to the rural counties. In 2013, \$608,555 in E911 State Grant funding was awarded to rural counties.

### 3. Local Exchange Carrier Service Projection Analysis

The non-wireless fee combines E911 Local Exchange Carrier (LEC) revenues, which are decreasing and VoIP revenues, which are increasing. The increasing VoIP revenues have not maintained pace with the decreasing LEC revenues, and the total non-wireless category has decreased more than 2.7 percent in 2013. These revenues help offset the costs of LEC 911 trunks, network circuits, and database fees.

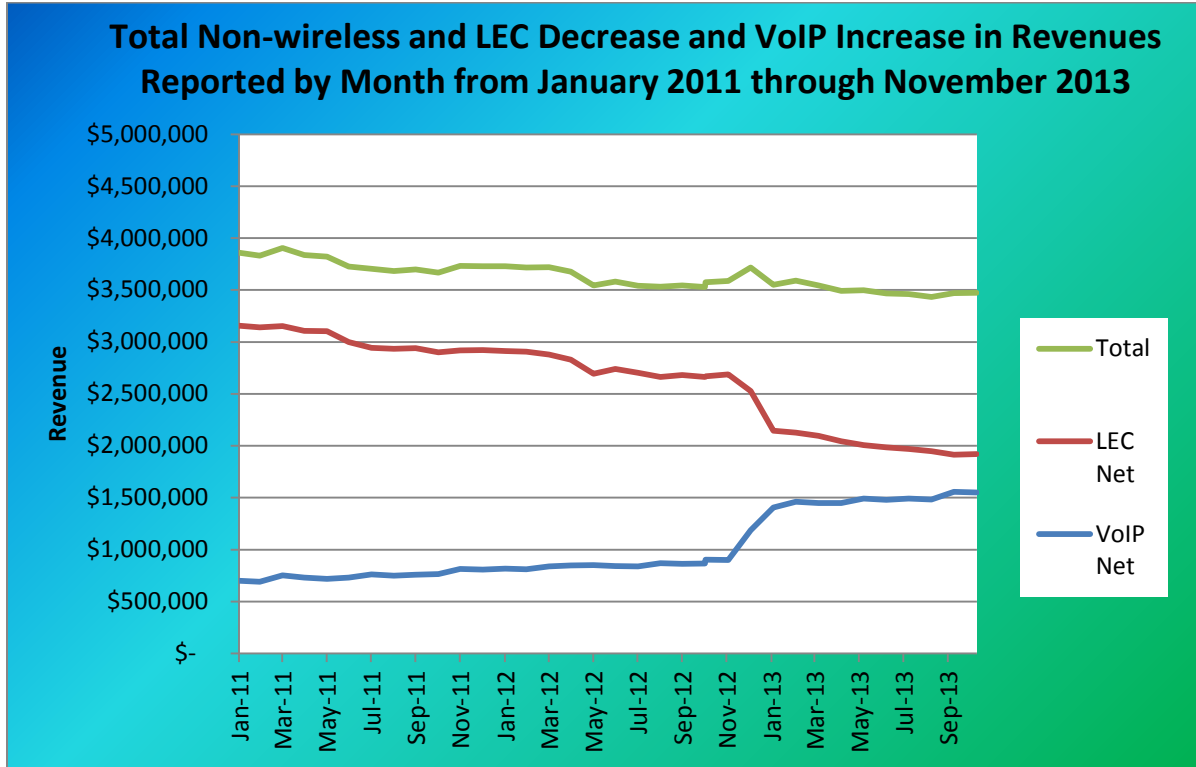
While revenues are decreasing, the cost of the 911 call transport circuits is increasing. LEC E911 trunking and database costs are billed directly to the counties and are based on schedules and tariffs. Counties are also incurring additional IP circuit costs to begin the migration to NG-911. These circuits may be provided by the LEC, Competitive Local Exchange Carriers (CLEC), or MyFloridaNet (MFN). The costs for the E911 trunking circuits and the IP circuits are incorporated in the county's budget and are funded typically from allocated county E911 fee revenue.

### 4. Non-wireless Revenues

The board has been collecting the E911 fee revenue from non-wireless providers since 2007. This section includes showing the decreasing LEC access line E911 fee revenues and the increasing VoIP E911 fee revenue. Data collected for calendar year 2013 shows a definite decline in non-wireless revenue for LECs. VoIP providers are showing an increase, but the amount is substantially less than the LEC revenue decrease. The corresponding

changes from November 2012 and January 2013 were based on a service provider switching from access line to VoIP service remittance.

The graph also shows the combined E911 fee revenue. Total non-wireless revenues decreased approximately 2.7 percent in 2013<sup>40</sup>.



Source: Based on board data<sup>41</sup>

## 1. Wireless Service Provider Projection Analysis

### b. Wireless Revenue

The wireless revenue increased by 0.2 percent in 2013.<sup>42</sup> Monthly collections fluctuate due to the service providers reporting systems. The revenue collected in 2013 is less than the revenues collected in 2007 and 2008, respectively.<sup>43</sup> Currently, there are still more wireless subscribers than non-wireless subscribers.

There was a significant reduction in wireless E911 fee collections in April 2012 when two prepaid carriers had ceased collecting and remitting.

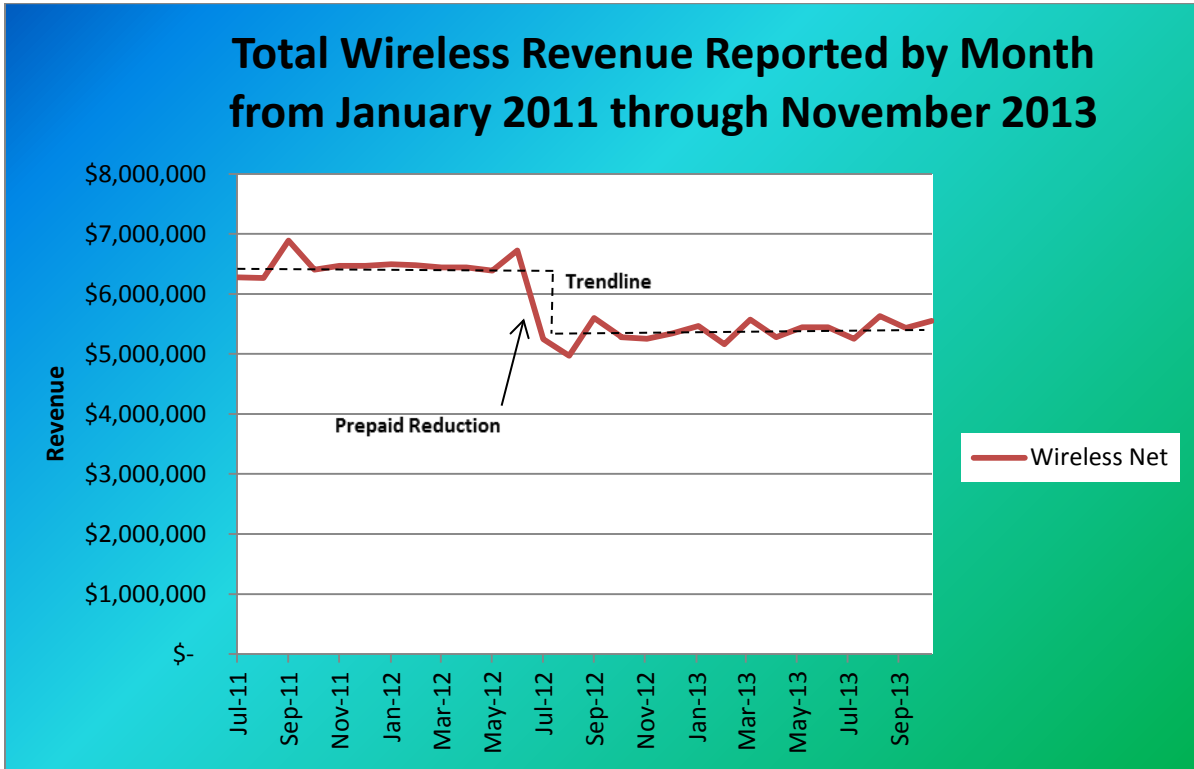
<sup>40</sup> See Financial Report in Appendix 1 (Statement of Cash Receipts and Disbursements).

<sup>41</sup> Net refers to E911 fee revenues after 1 percent provider allowance and any adjustments.

<sup>42</sup> Based on E911 Board 2012 and 2013 Financial Reports Section D. 1.

<sup>43</sup> Based on E911 Board 2007 and 2008 Financial Reports.

The following graph shows the historical wireless E911 fee yearly trending and impact of the continued exemption on prepaid wireless E911 fee remittances.



Source: Based on board data

**1) Exempted Wireless Prepaid Revenue**

During the 2010 legislative session, the Legislature extended the suspension for collections of prepaid calling card arrangements and all wireless prepaid service until July 1, 2013. . Prepaid wireless providers and members of the retail industry are looking for legislative action to establish the requirements for collection and for determination of jurisdiction of the wireless prepaid fee.

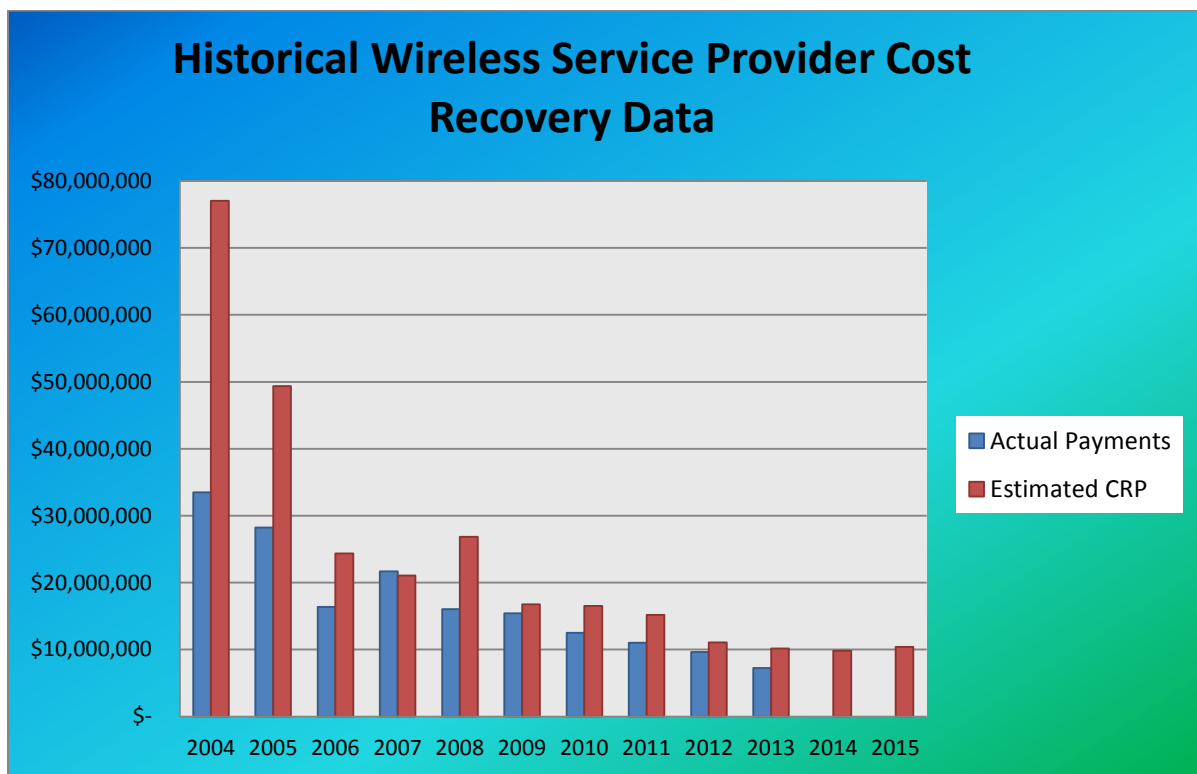
The current consumer trend, to move from wireless contract services to prepaid arrangements, results in declining E911 fee revenues. This declining revenue trend will continue until there is legislative change providing for the collection of E911 fee revenue from point-of-sale.

#### 4. Wireless Service Provider Cost Recovery Analysis

The FCC requires that Tier I and II wireless service providers have the ability to provide Phase II in counties possessing the equipment to receive the information and requesting service. Wireless service providers' implementation of Phase I and Phase II E911 systems varies with each provider. The implementation status information on a county by county basis is scheduled to be updated annually on the Florida E911 website.<sup>44</sup>

In order to provide the caller location information, the board approves reimbursement of wireless service provider costs for equipment and circuits.<sup>45</sup>

Detailed individual wireless service provider information is confidential and available in accordance with section 365.174, Florida Statutes. Releasable statistical information collected by the board includes the total wireless service provider costs for 2004-2014, total fiscal year data, cost-recovery analysis of actual wireless service provider projections, and actual costs from program inception.



Source: Board historical data

In 2013, the board paid 11 percent<sup>46</sup> of the wireless fee to wireless service providers for Phase II implementation and maintenance costs. Now that Phase II is fully implemented, reimbursement for recurring networking and related maintenance expenses to wireless service providers for cost recovery will continue.

<sup>44</sup> See [Florida E911 Status Maps](http://www.dms.myflorida.com/suncom/public_safety_bureau/florida_e911/florida_e911_status_maps/) at [http://www.dms.myflorida.com/suncom/public\\_safety\\_bureau/florida\\_e911/florida\\_e911\\_status\\_maps/](http://www.dms.myflorida.com/suncom/public_safety_bureau/florida_e911/florida_e911_status_maps/)

<sup>45</sup> Based on paragraph 365.173(2)(d), Florida Statutes.

<sup>46</sup> Based on Financial Report for calendar year 2013, Appendix 1.

## 6. Total Cost (Expenditure) and Fee (Revenue) Analysis

This analysis summarizes the actual revenues received by Florida counties for wireless and non-wireless E911 fees and counties' costs to operate and maintain their E911 systems. It includes a forecast of these expenditures and revenues based on the systems currently available.

State of Florida E911 Expenditures					
Fiscal Year	2010-11	2011-12	2012-13	2013-14	2014-15
County E911 Expenditures	\$ 192,329,766	\$ 195,777,243	\$ 196,320,831	\$ 206,136,873	\$ 210,259,610
WSP E911 Cost Recovery	\$ 11,364,158	\$ 10,552,824	\$ 8,417,293	\$ 9,235,950	\$ 10,407,415
Administration Costs	\$ 840,071	\$ 1,333,725	\$ 864,420	\$ 1,000,000	\$ 1,000,000
<b>Total E911 Expenditures</b>	<b>\$ 204,533,995</b>	<b>\$ 207,663,792</b>	<b>\$ 205,602,544</b>	<b>\$ 216,372,823</b>	<b>\$ 221,667,025</b>
State of Florida E911 Fee Revenue					
Fiscal Year	2010-11	2011-12	2012-13	2013-14	2013-14
Wireless E911 Fee	\$ 76,696,820	\$ 70,780,526	\$ 64,859,914	\$ 64,859,914	\$ 64,859,914
Nonwireless E911 Fee	\$ 46,109,695	\$ 44,183,675	\$ 42,695,407	\$ 41,414,545	\$ 40,172,108
<b>Total E911 Fees</b>	<b>\$ 122,806,515</b>	<b>\$ 114,964,201</b>	<b>\$ 107,555,321</b>	<b>\$ 106,274,459</b>	<b>\$ 105,032,022</b>

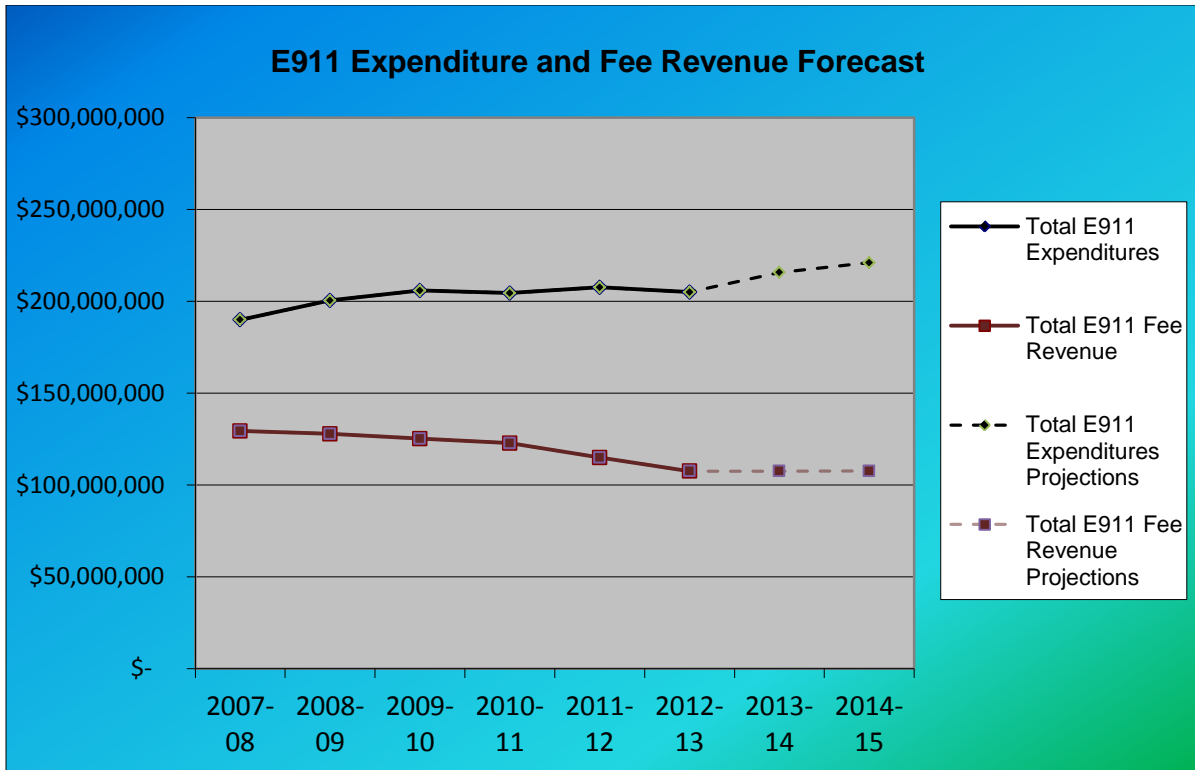
Expenditure/revenue Variance

Actual Amounts	Based on Board and County Documentation
Amount Projected	Forecasts based on County and Industry Trends

This projected forecast is based on no increase in wireless revenues based on the population trends and wireless provider's prepaid fee revenue reductions. It is projected that there will be a nominal 3 percent<sup>47</sup> decrease in the non-wireless E911 fee revenue and 5 percent<sup>48</sup> for text-to-911 costs and increases in county E911 system and operation costs.

<sup>47</sup> Forecasted projection based on historical trends of board data and on county 911 cost data.

<sup>48</sup> Forecasted projection based on county E911 cost data.



Source: Board historical data and projections

## 7. Board Administration of Percentage Allocation

In accordance with the legislation established in 2007, the board reviews the amount of the fee to determine if it should reduce the fee or change the percentage allocation. There were no allocation changes in 2013.

Wireless service provider reimbursement and county E911 costs are both a current legislative requirement and a necessity for the continued safety of the citizens of Florida. Future projections of increased costs and county needs make adequate E911 Trust Fund reserves essential. It is critical to maintain the needed E911 Trust Fund reserves to assist counties with funding upgrades of equipment and services to accommodate telecommunications users changing expectations of access to E911 services. The E911 Trust Fund reserves are also maintained for emergency funding to assist counties with the emergency restoration of E911 systems throughout the State of Florida resulting from natural and man-made disasters or events. The board works continually with counties and wireless providers to determine total costs and funding for E911 systems. This information is used to determine allocation percentages.

The board diligently administers the E911 Trust Fund and is fulfilling its purpose and legislative intent by closely monitoring and administering the E911 fee collection and the E911 Trust Fund expenditures. The board, in consideration of current and future funding requirements, continually analyzes the balance in the E911 Trust Fund. Revenues remaining in the portion set aside to reimburse the wireless service providers for Phase I and II implementation costs funded the E911 State Grant Program. The current balance in the wireless service providers' portion of the E911 Trust Fund has been reduced in a well-considered manner. The board recommends continued use of the funds to offset wireless service provider costs and county expenses, and/or be held in trust until the E911 funds can

be used for statewide E911 systems and services. It is essential that use of the E911 Trust Fund be reserved only for E911 systems and services.

## 8. E911 Trust Fund Balance Analysis

The board's best estimate of the future available funding and the funds necessary to implement and maintain E911 service in Florida for the next two calendar years is presented below.

### Anticipated Funds

	<u>2014</u>	<u>2015</u>
Beginning balance January 1	\$ 33,536,317	\$ 31,447,548
Receipts Wireless	\$ 65,467,239	\$ 65,467,239
Receipts Nonwireless	\$ 41,143,181	\$ 39,560,751
Interest Earnings	\$ 400,000	\$ 400,000
Subtotal:	\$ 140,546,737	\$ 136,875,538

### Anticipated Disbursements\*\*

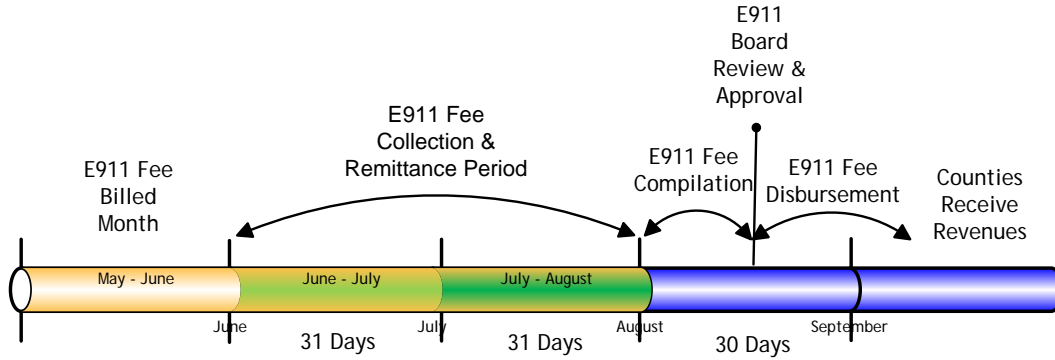
	<u>2014</u>	<u>2015</u>
Wireless Fee Revenue to Counties	\$ 46,481,740	\$ 46,481,740
Nonwireless Fee Revenue to Counties	\$ 39,908,885	\$ 38,373,928
Rural County Assistance	\$ 1,636,881	\$ 1,621,232
Rural County Supplemental	\$ 1,150,000	\$ 1,134,000
Service Provider Reimbursement	\$ 9,821,683	\$ 10,407,415
Board Operations/Administration	\$ 1,000,000	\$ 1,000,000
Special Disbursement	\$ 7,000,000	\$ 7,000,000
Interest Disbursement	\$ -	\$ -
E911 State Grants **	\$ 2,100,000	\$ 5,000,000
Subtotal:	\$ 109,099,189	\$ 111,018,315

<b>TOTAL TRUST FUND BALANCE:</b>	<b>\$ 31,447,548</b>	<b>\$ 25,857,223</b>
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\*\* These figures are based on projected disbursements and are contingent on legislative budget authority.

It is emphasized that this analysis is cash basis<sup>49</sup>, and does not reflect the current available balance within the E911 Trust Fund accounting for the Liabilities (Payables to Counties). County Reserves in the Financial Balance Sheet Report includes \$14,119,055 in fee revenue collections pending Board disbursement approval.

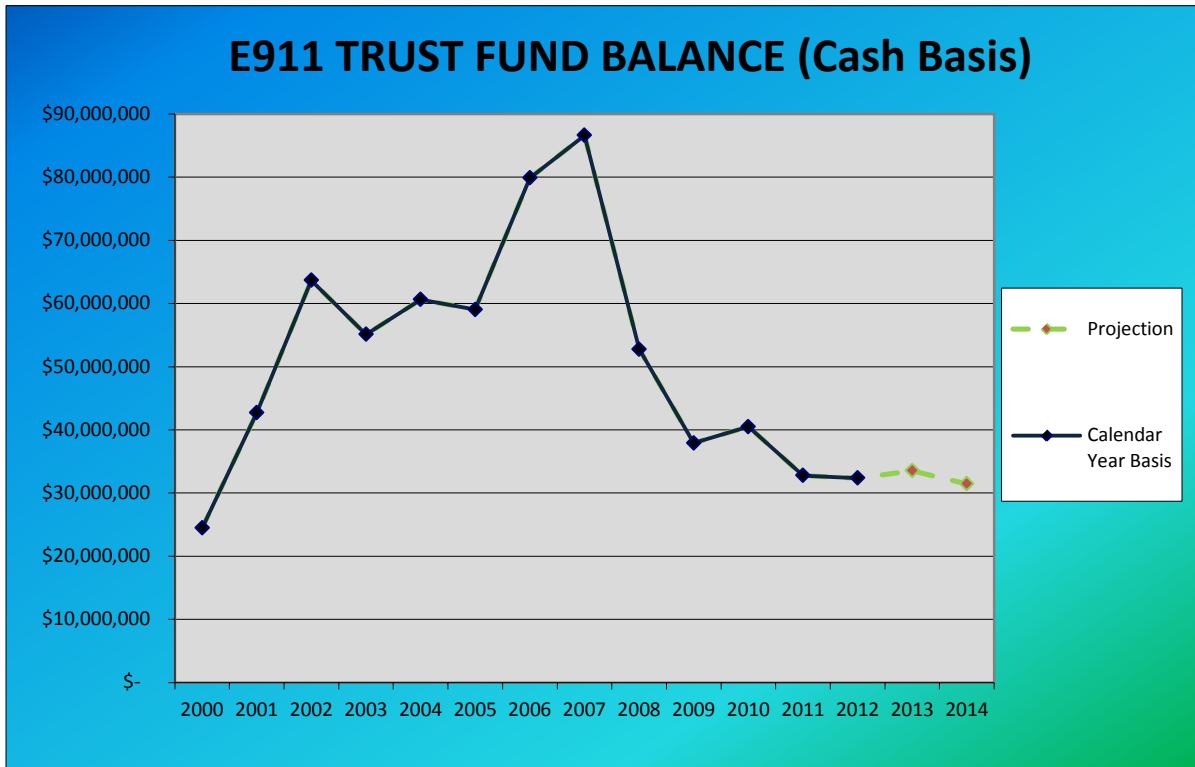
<sup>49</sup> See Financial Report in Appendix 1.



**E911 Fee Remittance and Disbursement - Time Period**

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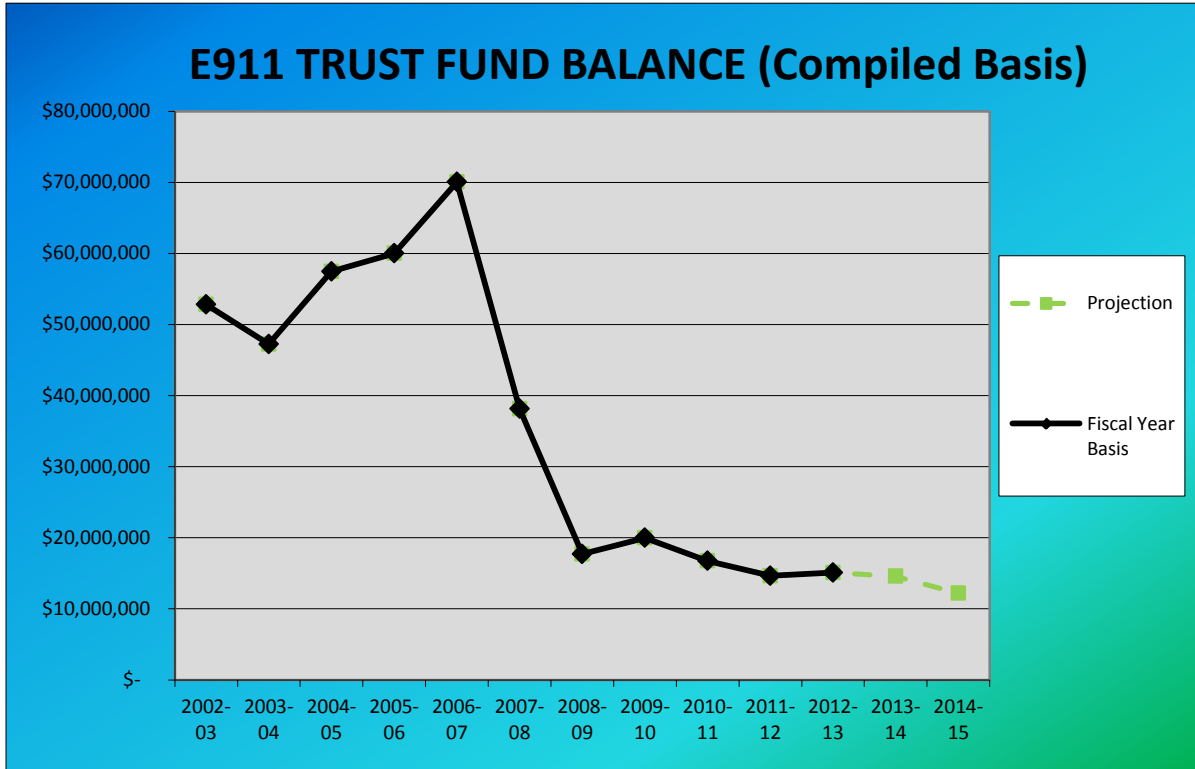
The following charts show two graphs on cash and compiled accounting basis. There was a steady increase in the fund balance from its inception in 1999 until 2007. In 2007 the wireless service carriers received cost recovery for their Phase II implementation costs and the board awarded several major state grants to counties for equipment upgrades. The board has continued to use the E911 Trust Fund to award grants to assist counties with capital operating equipment and networking of Florida’s E911 system.



Source: Board historical data and projections

<sup>50</sup> Based on paragraph 365.172(8)(e), Florida Statutes.

The cash basis does *not* reflect the current available balance within the E911 Trust Fund . Based on the fiscal year compiled accounting basis, the balance in the E911 Trust Fund as of June 30, 2013, was \$15,093,894.



Source: Board historical data and projections

## I. CONCLUSIONS

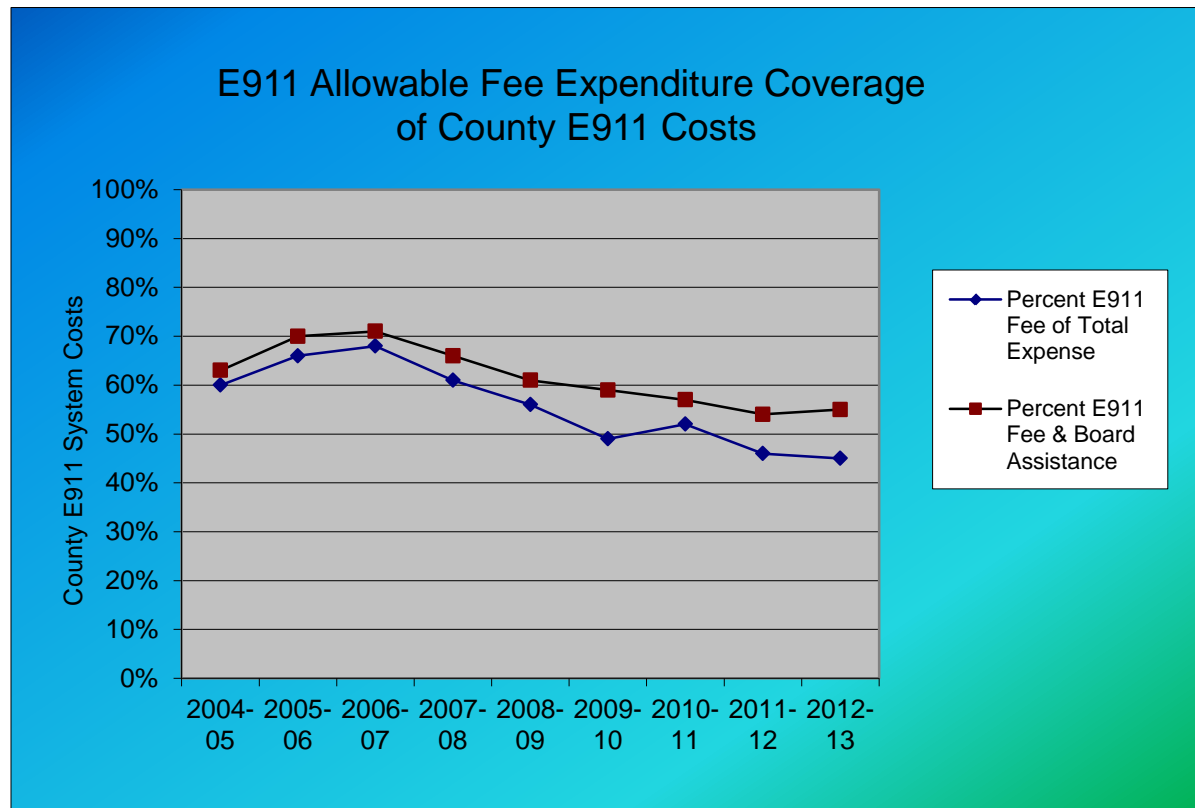
Accessibility to 911 is critical in providing rapid, direct emergency response to protect life and property. It is a vital component of public safety and emergency preparedness, and the benefits of the 911 system go beyond monetary considerations. Subscriber E911 fee revenue assists counties to equip and maintain Florida's E911 PSAPs with the best technology they can afford. Funding also helps augment county expenditures for E911 training and call taker salaries. The investment in PSAP equipment and personnel is what provides Florida's citizens and visitor's critical access to emergency services.

Florida's E911 system was established and implemented to provide voice communications services users with rapid direct access to public safety agencies by dialing "911". The public's expectations of E911 are changing; the system is expected to provide increased access and communications, location verification, fast response, and pre-arrival instructions and assistance. Users of new telecommunications devices and services expect similar access to emergency services such as text and messaging that PSAPs cannot accept today. These upgrades require funding to transition today's current E911 systems to the future configuration necessary to handle the communications needs of first responders, PSAPs and customers going forward.

The board as indicated in previous sections is at the point where it must develop a more efficient E911 system while funding the growing costs to maintain its current system. Balancing the dual needs of covering current costs while funding future E911 system improvements is a crucial issue facing the board today. The board believes the development of a statewide system will help consolidate the costs of many rural and small counties while preserving the financial autonomy of larger counties.

There are service providers providing and selling 911 accessible devices and services that do not, or are exempt from, collecting and remitting the E911 fee. The E911 fee should be applied equitably on all 911 accessible communication services, whether prepaid or postpaid. Currently, there is legislation in the 2014 session that proposes to apply the E911 fee to prepaid devices. The board believes passage of this legislation will help the board maintain the funding necessary to implement the statewide system while, also maintaining today's E911 service.

While the legislature recognized that the fee may not necessarily provide the total funding required for establishing or providing the E911 service; the board was tasked with adjusting the allocation percentages or adjusting the amount of the fee, or both, if necessary to ensure full cost recovery or prevent over recovery of costs incurred in the provision of E911 service. Currently, the steady decrease in fee revenues is putting more pressure on local government to maintain the existing E911 systems. Since 2006, the fees collected statewide have not covered all county and service provider E911 costs. In the counties' fiscal year 2012-13, the total combined E911 fee revenues were \$107,555,321 with total E911 expenditures of \$196,320,831.



Source: Board historical data and projections

Florida's fee rate still remains below the non-wireless and wireless fee rates of the majority of other states.<sup>51</sup> The board continues to monitor trends in the balance of the E911 Trust Fund revenues versus expenditures. The fee rate and allocation is reviewed by the board on a monthly basis giving consideration to changes in carrier, technology and county PSAP needs.

Although the board has other legislative changes (See Appendix 5) that are important and needed, funding continues to be the main priority of the board with the continued rise in costs and the need to move to a more efficient system that will handle all of the communications needs.

## **J. FINANCIAL REPORT**

An audit of the E911 Trust Fund was not conducted this year by the Auditor General.

The E911 Trust Fund Financial Report from the accounting firm of Thomas Howell Ferguson, P.A. is in Appendix 1.

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<sup>51</sup> See Appendix 4, State Fee & Organizational Structure, courtesy the National Association of State 911 Administrators (NASNA).

**E911 Board**  
**2013 Annual Report**

Appendix 1

Emergency Communications Number E911 System Fund  
Financial Report

State of Florida  
Department of Management Services  
Emergency Communications Number E911 System Fund



Compiled Financial Statement – Cash Basis  
For the Four Quarters and  
Twelve Months ended December 31, 2013

State of Florida  
Department of Management Services  
Emergency Communications Number E911 System Fund  
Compiled Financial Statement – Cash Basis  
For the Four Quarters and  
Twelve Months ended December 31, 2013

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## Accountants' Compilation Report

Members of the Board  
State of Florida  
Department of Management Services  
Emergency Communications Number E911 System Fund  
Tallahassee, Florida

We have compiled the accompanying statement of cash receipts and disbursements and change in cash and investments for the four quarters and the 12 months ended December 31, 2013, arising from cash transactions of the State of Florida, Department of Management Services, Emergency Communications Number E911 System Fund (a Special Revenue Fund), and supplementary information. We have not audited or reviewed the accompanying financial statements and supplementary information and, accordingly, do not express an opinion or provide any assurance about whether the financial statements are in accordance with the cash basis of accounting.

Management is responsible for the preparation and fair presentation of the financial statements in accordance with the cash basis of accounting and for designing, implementing, and maintaining internal control relevant to the preparation and fair presentation of the financial statements.

Our responsibility is to conduct the compilation in accordance with *Statements on Standards for Accounting and Review Services* issued by the American Institute of Certified Public Accountants. The objective of a compilation is to assist management in presenting financial information in the form of financial statements without undertaking to obtain or provide any assurance that there are no material modifications that should be made to the financial statements.

We are not independent with respect to the State of Florida, Department of Management Services, Emergency Communications Number E911 System Fund.

*Thomas Howell Ferguson P.A.*

Tallahassee, Florida  
February 6, 2014

State of Florida  
 Department of Management Services  
 Emergency Communications Number E911 System Fund

Statement of Cash Receipts and Disbursements and Change in Cash and Investments  
 For the Four Quarters and Twelve Months Ended December 31, 2013

	Quarter Ended				Total
	3/31/2013	6/30/2013	9/30/2013	12/31/2013	
<b>Receipts</b>					
Fees:					
Wireless	\$ 16,172,015	\$ 16,322,073	\$ 16,510,726	\$ 16,462,425	\$ 65,467,239
Non-wireless	10,875,493	10,683,800	10,454,293	10,363,890	42,377,476
Interest income	134,358	88,471	60,078	78,728	361,635
Refunds of grant awards	10,276	1,006	46,400	52,077	109,759
Total receipts	<u>27,192,142</u>	<u>27,095,350</u>	<u>27,071,497</u>	<u>26,957,120</u>	<u>108,316,109</u>
<b>Disbursements</b>					
Disbursements to counties	29,066,039	22,535,704	21,346,888	21,961,235	94,909,866
Grants to rural counties	-	896,278	-	825,074	1,721,352
Supplemental disbursements to rural counties	286,359	287,353	290,241	289,069	1,153,022
Provider reimbursements	4,008,269	844,275	1,938,126	464,499	7,255,169
General and administrative	197,962	190,575	236,537	212,198	837,272
Total disbursements	<u>33,558,629</u>	<u>24,754,185</u>	<u>23,811,792</u>	<u>23,752,075</u>	<u>105,876,681</u>
Increase in cash and investments					2,439,428
Cash and investments at January 1, 2013					31,096,889
Cash and investments at December 31, 2013					<u><u>\$ 33,536,317</u></u>

*See accountants' compilation report and accompanying notes to financial statement.*

State of Florida  
Department of Management Services  
Emergency Communications Number E911 System Fund  
Notes to Compiled Financial Statement – Cash Basis

December 31, 2013

**1. Summary of Significant Accounting Policies**

The Wireless Emergency Telephone System Fund (E911 Fund) was established during 1999 pursuant to the "Wireless Emergency Communications Act," Sections 365.172 and 173, *Florida Statutes*, for the purpose of implementing a cohesive statewide emergency telephone number "911" program. The program provides citizens with rapid direct access to public safety agencies by dialing "911" with the objective of reducing response time to situations requiring emergency services. Effective May 24, 2007, the fund name was changed to Emergency Communications Number E911 System Fund and legislation authorized the collection of non-wireless fees by the E911 Board in addition to the wireless fees. Effective September 1, 2007, the non-wireless fees collected by voice communications services providers shall be remitted to the E911 Board within 60 days after the end of the month in which the fee was billed.

The following summary of the Emergency Communications Number E911 System Fund's significant accounting policies is presented to assist the reader in interpreting the accompanying statement of cash receipts and disbursements and change in cash and investments. These policies should be viewed as an integral part of the accompanying financial statement.

**Reporting Entity**

Financial statements of the E911 Fund are an integral part of the financial statements of the State of Florida (the primary government). The E911 Fund financial statements are included as a blended component unit (Special Revenue Fund) in the financial statements of the State of Florida, the reporting entity. There are no component units for the E911 Fund to consider for inclusion in its financial statements.

**Basis of Presentation and Accounting**

Pursuant to Section 365.172(6)(c), *Florida Statutes*, the accompanying statement of cash receipts and disbursements and change in cash and investments of the E911 Fund for the twelve months ended December 31, 2013 has been prepared on the cash basis of accounting. Under that basis, the only assets recognized are cash and investments, and no liabilities are recognized. All transactions are recognized as either cash receipts or disbursements, and noncash transactions are not recorded. The cash basis differs from generally accepted accounting principles primarily because accounts receivable from service providers; and accounts payable to vendors, providers, and counties are not included in the financial statement.

The E911 Fund is classified as a governmental activity through the use of a Special Revenue Fund. Special Revenue Funds are used to account for special assessments and specific governmental revenue sources (other than major capital projects) that are restricted by law or administrative action to expenditures for specific purposes.

State of Florida  
Department of Management Services  
Emergency Communications Number E911 System Fund  
Notes to Compiled Financial Statement – Cash Basis

December 31, 2013

**1. Summary of Significant Accounting Policies (continued)**

*E911 Fees* — The E911 fee was established to provide funds to local governments to pay for the cost of installing and operating wireless E911 systems and to reimburse wireless telephone service providers for costs incurred to provide E911 or enhanced E911 services. The E911 fees (primarily 50 cents per month per each service number) are collected from subscribers by providers and are remitted to the E911 Board for deposit into the Emergency Communications Number E911 System Fund. Providers may retain a one percent reimbursement amount for the administrative costs incurred by the provider to bill, collect and remit the fee. Providers must remit the fee within 60 days after the end of the month in which the fee was billed. The fees are reported as collected.

*Investment Income* — Investment income is comprised of interest received on pooled investments with the State Treasury.

**Committed Fund Balance — Cash Basis**

Committed fund balance includes amounts that can be used only for the specific purposes determined by a formal action of the state's highest level of decision-making authority, the Legislature, and the Governor (i.e. through legislation passed into law). Commitments may only be modified or rescinded by equivalent formal, highest-level action. Committed fund balance is described as follows:

*Committed for Providers* — represents fund balance committed for reimbursements to wireless telephone providers for costs incurred to provide E911 or enhanced E911 services under the provisions of Section 365.173, *Florida Statutes*.

*Committed for Assistance to Rural Counties* — represents fund balance committed for reimbursements to rural counties for upgrading E911 systems and grants by the Department of Management Services to rural counties under the provisions of Section 365.173, *Florida Statutes*.

*Committed for Administration* — Section 365.173, *Florida Statutes*, provides that one percent of funds be retained by the Board for administrative costs. The Board has designated that any excess over such administrative costs be allocated at the Board's discretion.

State of Florida  
Department of Management Services  
Emergency Communications Number E911 System Fund  
Notes to Compiled Financial Statement – Cash Basis

December 31, 2013

**1. Summary of Significant Accounting Policies (continued)**

At December 31, 2013, fund balance of the fund on a cash basis equals the cash and investments (\$33,536,317). The cash basis committed fund balances at December 31, 2013, are as follows:

Committed for Providers	\$ 15,450,513
Committed for Counties	14,119,055
Committed for County Reimbursement Grants	2,076,912
Committed for Assistance to Rural Counties	425,942
Committed for Administration	1,463,895
Total Fund Balance – Cash Basis	<u>\$ 33,536,317</u>

**2. Deposits and Investments with State Treasury**

Deposits are made through the Office of the Treasurer, State of Florida. Investments are included in the pooled investments with the State Treasury, an internal investment pool of the State of Florida. Authorized investment types of the State are set forth in Section 17.57, *Florida Statutes*. Pooled investments are not classifiable by investment type because they are not evidenced by securities that exist in physical or book entry form. Pooled investments are reported at fair value. Management considers pooled investments as current. The Treasury Investment Pool is rated by Standard and Poors. The current rating is A+f. As of December 31, 2013, the effective duration of the Treasury Investment Pool was 2.55 years.

The Auditor General, State of Florida performs the operational audit of the activities and investments of the Office of the Treasurer. The financial details and disclosures for the Treasury Investment Pool are made in Note 2 to the State of Florida Comprehensive Annual Financial Report (the CAFR). The CAFR may be obtained from Florida Department of Financial Services website at [www.myfloridacfo.com/kadiestatewide\\_financial\\_reporting/cafr.htm](http://www.myfloridacfo.com/kadiestatewide_financial_reporting/cafr.htm).

**3. Distribution of Fees**

Section 365.173, *Florida Statutes* sets forth the distribution of E911 fees. The Board may adjust the allocation percentages provided in Section 365.173, *Florida Statutes* to ensure full cost recovery or prevent over-recovery of costs incurred in the provision of E911 service.

*Distributions to counties* — Seventy-one percent of the moneys collected in the wireless category were distributed monthly to counties, based on the total number of wireless subscriber billing addresses in each county. Effective September 1, 2007, ninety-seven percent of the moneys collected in the non-wireless category shall be distributed each month to counties based on the total number of service identifiers in each county.

State of Florida  
Department of Management Services  
Emergency Communications Number E911 System Fund  
Notes to Compiled Financial Statement – Cash Basis

December 31, 2013

**3. Distribution of Fees (continued)**

*Provider reimbursements* — Twenty-five percent of the wireless 911 fees collected were distributed to telephone providers for the actual costs incurred to provide 911 or enhanced 911 services.

*Assistance to rural counties* — Three percent of the wireless 911 fees collected and two percent of the non-wireless 911 fees collected were used to assist rural counties in providing facilities, network and service enhancements for the 911 or E911 systems, and the provision of reimbursable loans and grants to rural counties for upgrading 911 systems.

*Administration* — 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 Section 365.172(6), *Florida Statutes*.

**4. Subsequent Events**

The Board has evaluated subsequent events through February 6, 2014, the date which the financial statements were available to be issued.

## **Exhibits**

State of Florida  
 Department of Management Services  
 Emergency Communications Number E911 System Fund

Disbursement to Counties - Cash Basis  
 For the Twelve Months Ended December 31, 2013

<b>Month</b>	<b>Wireless Disbursements</b>	<b>Non-wireless Disbursements</b>	<b>Total Disbursements by Quarter</b>
January	\$ 3,957,655	\$ 3,423,619	
January special disbursement	7,123,547	-	
February	3,749,496	3,466,374	
March	3,866,488	3,478,860	
Quarter ended March 31, 2013	<u>18,697,186</u>	<u>10,368,853</u>	<u>\$ 29,066,039</u>
April	3,866,144	3,604,003	
May	3,729,926	3,444,589	
June	4,409,661	3,481,381	
Quarter ended June 30, 2013	<u>12,005,731</u>	<u>10,529,973</u>	<u>22,535,704</u>
July	3,859,937	3,437,324	
August	3,531,191	3,385,660	
September	3,739,941	3,392,835	
Quarter ended September 31, 2013	<u>11,131,069</u>	<u>10,215,819</u>	<u>21,346,888</u>
October	4,040,627	3,362,177	
November	3,901,790	3,347,653	
December	3,979,316	3,329,672	
Quarter ended December 31, 2013	<u>11,921,733</u>	<u>10,039,502</u>	<u>21,961,235</u>
<b>Total disbursements</b>	<u><u>\$ 53,755,719</u></u>	<u><u>\$ 41,154,147</u></u>	<u><u>\$ 94,909,866</u></u>

*See accountants' compilation report.*

State of Florida  
 Department of Management Services  
 Emergency Communications Number E911 System Fund

Assistance to Rural Counties - Cash Basis  
 For the Twelve Months Ended December 31, 2013

<u>County</u>	<u>Grants to Rural Counties</u>	<u>Supplemental Disbursements</u>	<u>Total</u>
Baker	\$ 65,580	\$ 36,578	\$ 102,158
Bradford	84,142	39,149	123,291
Calhoun	29,435	63,412	92,847
Columbia	142,462	-	142,462
Desoto	16,163	38,475	54,638
Dixie	56,970	63,013	119,983
Franklin	26,803	65,058	91,861
Gadsden	46,337	1,995	48,332
Gilchrist	47,249	51,425	98,674
Glades	38,187	69,002	107,189
Gulf	30,344	56,847	87,191
Hamilton	55,211	64,520	119,731
Hardee	36,686	42,171	78,857
Hendry	69,436	28,403	97,839
Holmes	31,959	57,911	89,870
Jackson	48,137	782	48,919
Jefferson	17,561	55,378	72,939
Lafayette	44,593	72,540	117,133
Levy	25,585	3,778	29,363
Liberty	51,097	72,208	123,305
Madison	49,489	54,661	104,150
Nassau	67,106	-	67,106
Okeechobee	52,497	24,957	77,454
Putnam	235,919	-	235,919
Suwannee	45,347	9,086	54,433
Taylor	53,724	49,869	103,593
Union	57,497	63,920	121,417
Wakulla	43,691	21,260	64,951
Walton	110,729	-	110,729
Washington	41,416	46,624	88,040
	<u>\$ 1,721,352</u>	<u>\$ 1,153,022</u>	<u>\$ 2,874,374</u>

"Rural County" is defined under Section 365.172(3), *Florida Statutes*, as any county that has a population of fewer than 75,000.

*See accountants' compilation report.*

State of Florida  
 Department of Management Services  
 Emergency Communications Number E911 System Fund

Reimbursements to Wireless Telephone Service Providers - Cash Basis  
 For the Twelve Months Ended December 31, 2013

<b>Month</b>	<b>Cellular South</b>	<b>AT&amp;T Mobility</b>	<b>Southern</b>	<b>Sprint</b>	<b>Total</b>	<b>Disbursed by Quarter</b>
January	\$ 24,959	\$ 334,882	\$ -	\$ -	\$ 359,841	
February	17,073	336,873	-	514,558	868,504	
March	13,960	2,741,755	24,209	-	2,779,924	\$ 4,008,269
April	13,781	258,121	-	-	271,902	
May	13,749	254,128	-	-	267,877	
June	18,528	261,759	24,209	-	304,496	\$ 844,275
July	25,440	262,229	24,199	1,044,035	1,355,903	
August	-	302,443	-	-	302,443	
September	11,105	268,654	21	-	279,780	\$ 1,938,126
October	-	276,186	9,946	-	286,132	
November	-	(104,068)	24,627	-	(79,441)	
December	23,900	233,908	-	-	257,808	\$ 464,499
	<u>\$ 162,495</u>	<u>\$ 5,426,870</u>	<u>\$ 107,211</u>	<u>\$ 1,558,593</u>	<u>\$ 7,255,169</u>	

*See accountants' compilation report.*

State of Florida  
 Department of Management Services  
 Emergency Communications Number E911 System Fund

General and Administrative Disbursements - Cash Basis  
 For the Twelve Months Ended December 31, 2013

Accounting	\$	136,360
Advertising		1,105
Consulting services		67,478
FDMA administrative charges		70,881
Insurance		8
Legal		23,789
Office supplies		942
Postage and communications		8,826
Printing		390
Other		6,189
Rent		29,791
Salaries		395,885
Training		32,300
Travel		63,328
Total	<u>\$</u>	<u>837,272</u>

*See accountants' compilation report.*

**E911 Board**  
**2013 Annual Report**

Appendix 2

Financial and Funding Data from County Fiscal Year 2012-13  
County Funding Survey

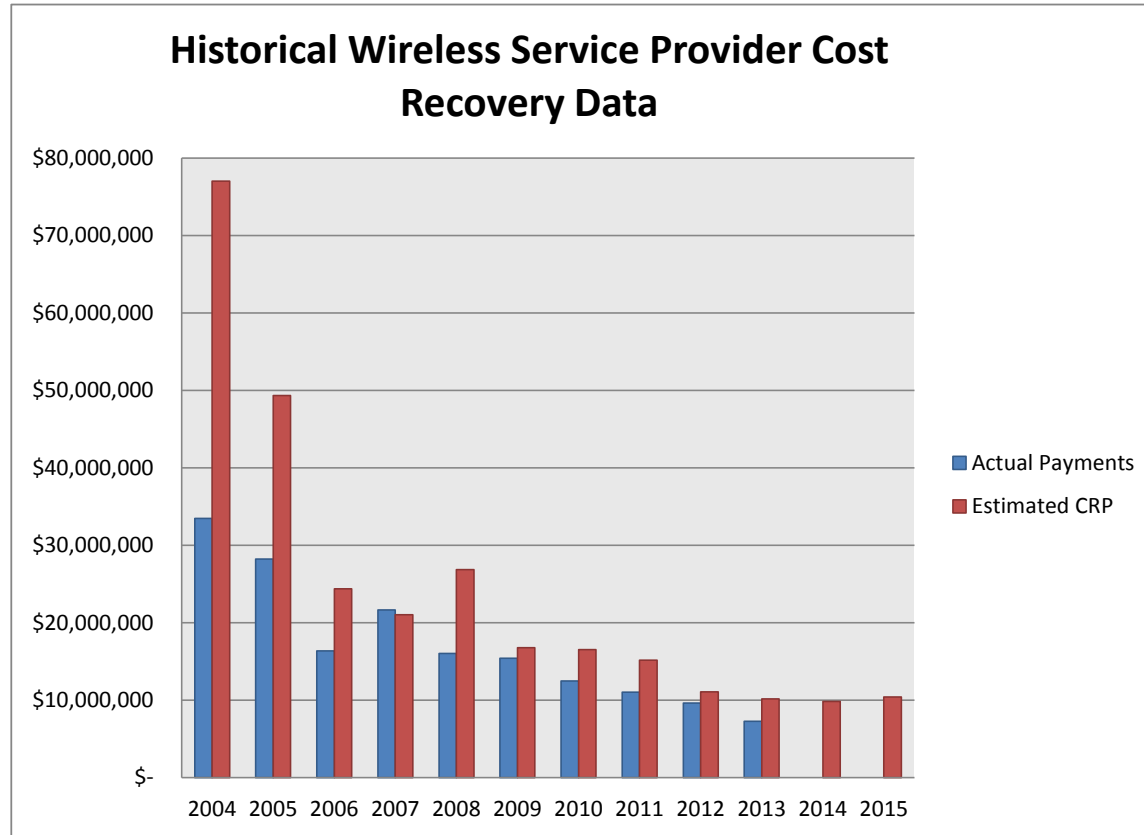
**COUNTY E911**  
**FISCAL YEAR 2012-2013**  
(October 1, 2012 - September 30, 2013)  
**INFORMATION**

Calculations	Rural County Subtotal	Medium County Subtotal	Large County Subtotal	Total
FAC Information				
E911 Board Information				
Eligible 911 Fee & Expenditures for Equipment & Services used in the County E911 systems	Amount	Amount	Amount	Amount
<b>Total Annual Expenditures (10/1/2012 - 9/30/2013)</b>				
E911 Fee Expenditures	\$ 4,750,301	\$ 41,407,011	\$ 45,143,793	\$ 91,301,106
County Fund Expenditures	\$ 6,325,861	\$ 55,088,200	\$ 29,707,798	\$ 91,121,859
Annualized Capital Expenditures	\$ 2,765,048	\$ 11,221,744	\$ 8,259,365	\$ 22,246,157
<b>E911 Revenues (actual received: 10/1/2012 - 9/30/2013)</b>				
Nonwireless E911 Fees	\$ 1,961,019	\$ 17,849,508	\$ 21,343,619	\$ 41,154,146
Wireless E911 Fees	\$ 1,850,565	\$ 19,774,375	\$ 24,888,588	\$ 46,513,528
E911 Fund Interest	\$ -	\$ -	\$ -	\$ -
Supplemental Disbursements	\$ 1,153,023	\$ -	\$ -	\$ 1,153,023
Total received in Rural County Grant Program	\$ 1,685,370	\$ -	\$ -	\$ 1,685,370
Total received in E911 State Grant Program	\$ 827,380	\$ 528,722	\$ -	\$ 1,356,102
Special Disbursements	\$ 374,208	\$ 2,754,559	\$ 3,994,780	\$ 7,123,547
Annualized State and Rural County Grant Expenditures	\$ 4,274,075	\$ 6,765,705	\$ 2,839,569	\$ 13,879,349
<b>Analysis</b>				
Total Expenditures including Annualized Expenditures	\$ 14,660,576	\$ 102,500,981	\$ 79,159,275	\$ 196,320,831
Total E911 Fees (Wireless & Nonwireless)	\$ 3,811,584	\$ 37,623,883	\$ 46,232,207	\$ 87,667,674
Unfunded Difference	\$ 10,848,991	\$ 64,877,098	\$ 32,927,068	\$ 108,653,157
Percent E911 Fee of Total Expense	26%	37%	58%	45%
Total E911 Revenue (Wireless, Nonwireless, Interest, Supplemental Disbursements, Annualized Rural County and State Grants, and Special Disbursements)	\$ 9,612,890	\$ 47,144,147	\$ 53,066,557	\$ 109,823,593
Percent E911 Fee & Board Assistance of Total Expense (including Interest, Supplemental Disbursements, Annualized Rural County and State Grants, and Special Disbursements)	66%	46%	67%	56%
Percent Wireless of Total Fee	49%	53%	54%	53%
Percent Nonwireless of Total Fee	51%	47%	46%	47%
<b>(10/1/2012 - 9/30/2013)</b>				
Number of Primary PSAPs	35	81	55	171
Number of Secondary PSAPs	7	28	16	51
Number of Back-up PSAPs	20	19	11	50
Number of 911 Call Takers	447	2,444	2,759	5,650
Number of 911 Calls/Year	664,394	5,659,412	10,857,084	17,180,890
<b>Demographic Information</b>				
County Population (EDR Posted Data)	925,109	8,235,162	9,975,188	19,135,459
County Land Area (Sq/miles)	22,313	27,119	9,121	58,553
12-13 Cost per Call Centers (per PSAP)	\$ 236,461	\$ 800,789	\$ 965,357	\$ 721,768
12-13 Cost per County Land Area (per Sq Mile)	\$ 657	\$ 3,780	\$ 8,679	\$ 3,353
12-13 Cost per 911 Call	\$ 22.07	\$ 18.11	\$ 7.29	\$ 11.43
12-13 Cost/Month vs Population (per Person)	\$ 1.32	\$ 1.04	\$ 0.66	\$ 0.85
<b>New Information Items</b>				
County Expenditures for Next Generation 911	\$ 466,145.17	\$ 4,130,495.71	\$ 10,634,970.24	\$ 15,231,611.12

**E911 Board**  
**2013 Annual Report**

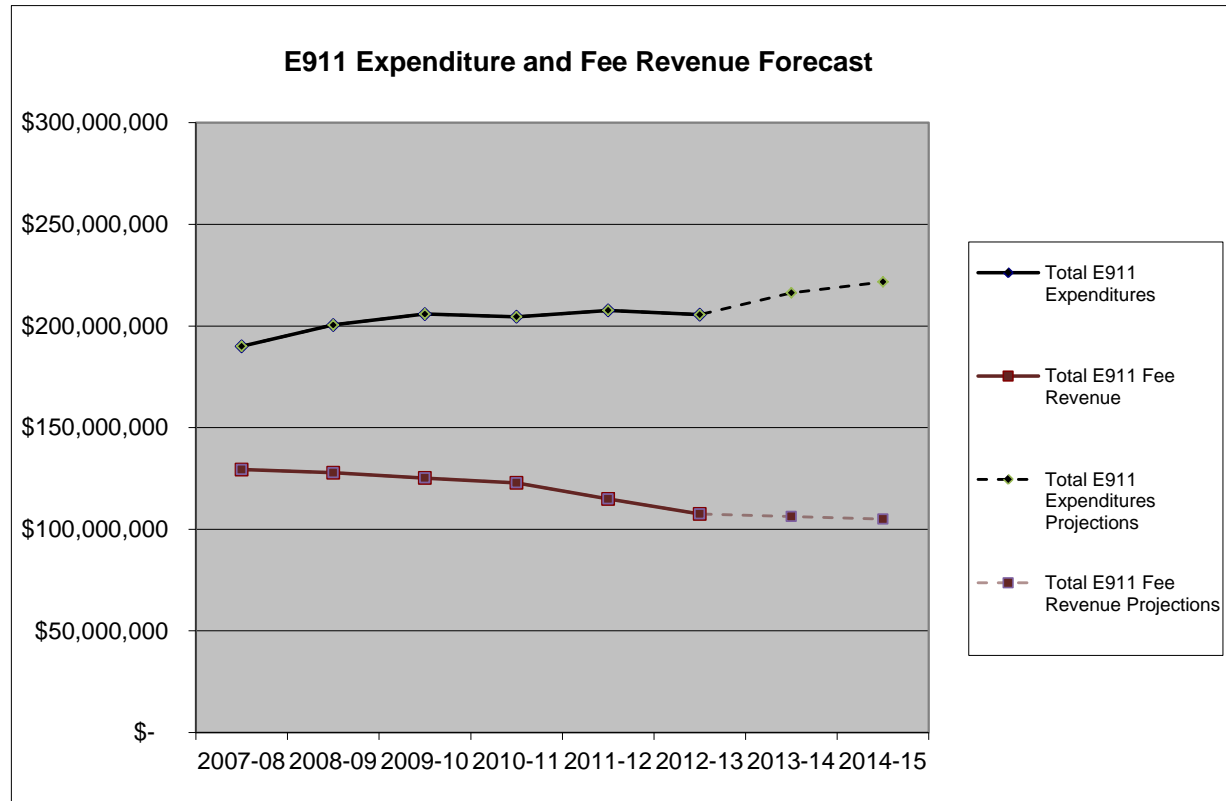
Appendix 3  
Historical Data, Calculations and Projections

**EMERGENCY COMMUNICATIONS NUMBER E911 SYSTEM FUND  
(E911 TRUST FUND)  
WIRELESS SERVICE PROVIDER COST RECOVERY HISTORICAL ANALYSIS**



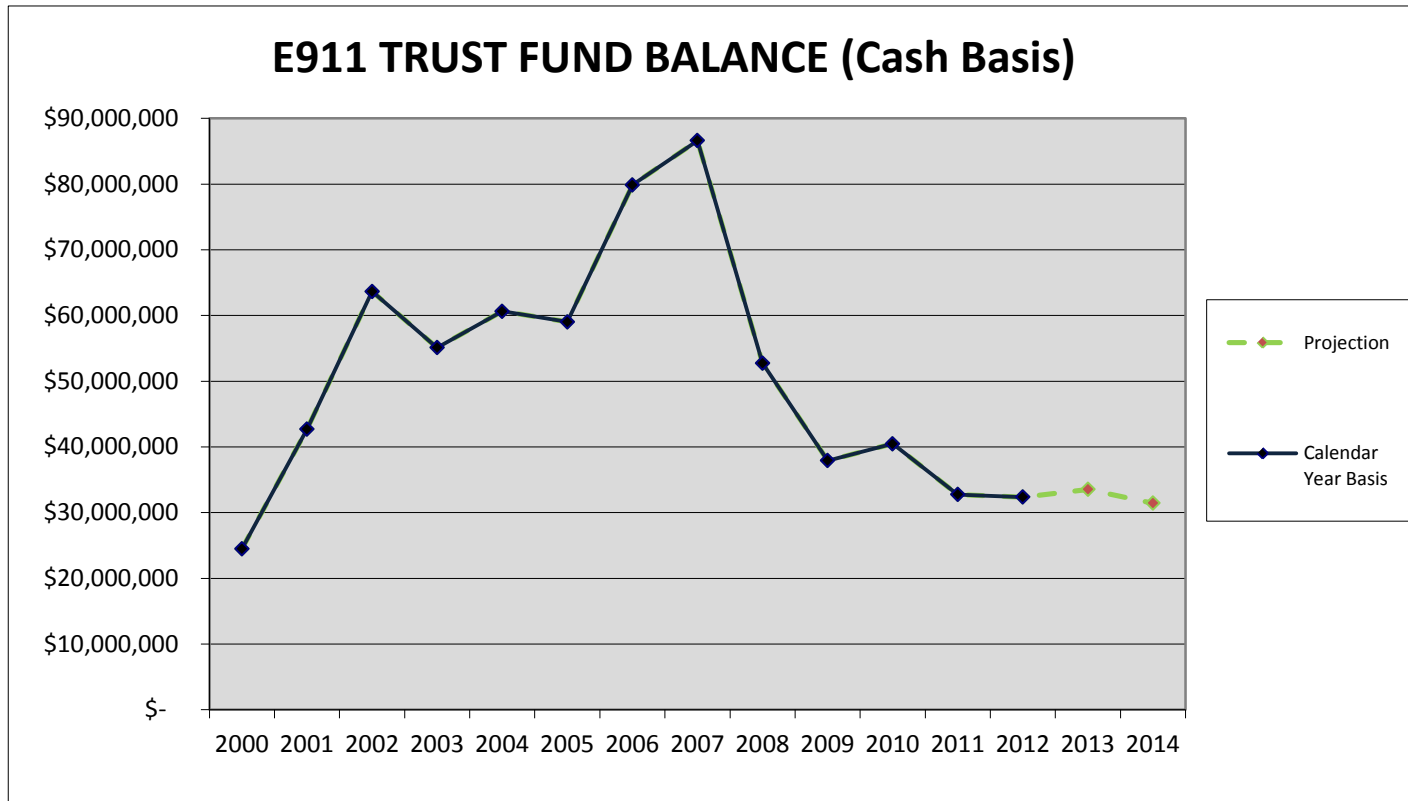
Calendar Year	2004	2005	2006	2007	2008	2009
Actual Payments	\$ 33,472,070	\$ 28,224,226	\$ 16,364,407	\$ 21,663,297	\$ 16,030,627	\$ 15,421,755
Estimated CRP	\$ 77,040,579	\$ 49,343,888	\$ 24,365,120	\$ 21,039,944	\$ 26,861,316	\$ 16,780,574
Calendar Year	2010	2011	2012	2013	2014	2015
Actual Payments	\$ 12,488,905	\$ 11,023,176	\$ 9,632,351	\$ 7,255,169	\$ -	\$ -
Estimated CRP	\$ 16,535,460	\$ 15,184,897	\$ 11,081,534	\$ 10,156,306	\$ 9,821,683	\$ 10,407,415

**E911 EXPENDITURE AND FEE REVENUE FORCAST**



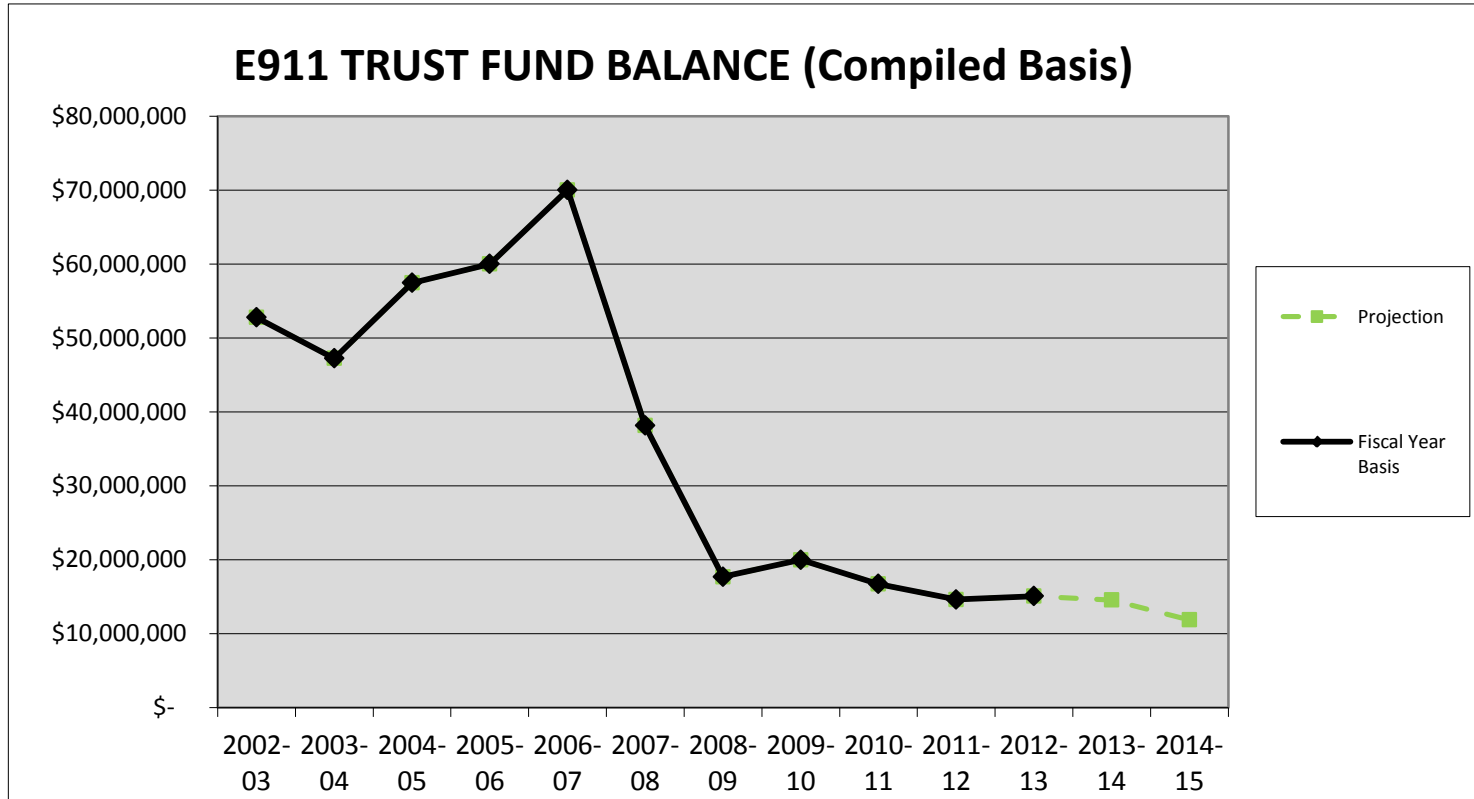
State of Florida E911 Expenditures								
Fiscal Year	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15
Total E911 Expenditures	\$ 189,985,083	\$ 200,509,531	\$ 205,897,678	\$ 204,533,995	\$ 207,663,792	\$ 205,602,544	\$ 216,372,823	\$ 221,667,025
State of Florida E911 Fee Revenue								
Fiscal Year	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15
Total E911 Fee Revenue	\$ 129,374,583	\$ 127,812,850	\$ 125,204,464	\$ 122,806,515	\$ 114,964,201	\$ 107,555,321	\$ 106,274,459	\$ 105,032,002

E911 Trust Fund Balance Projections



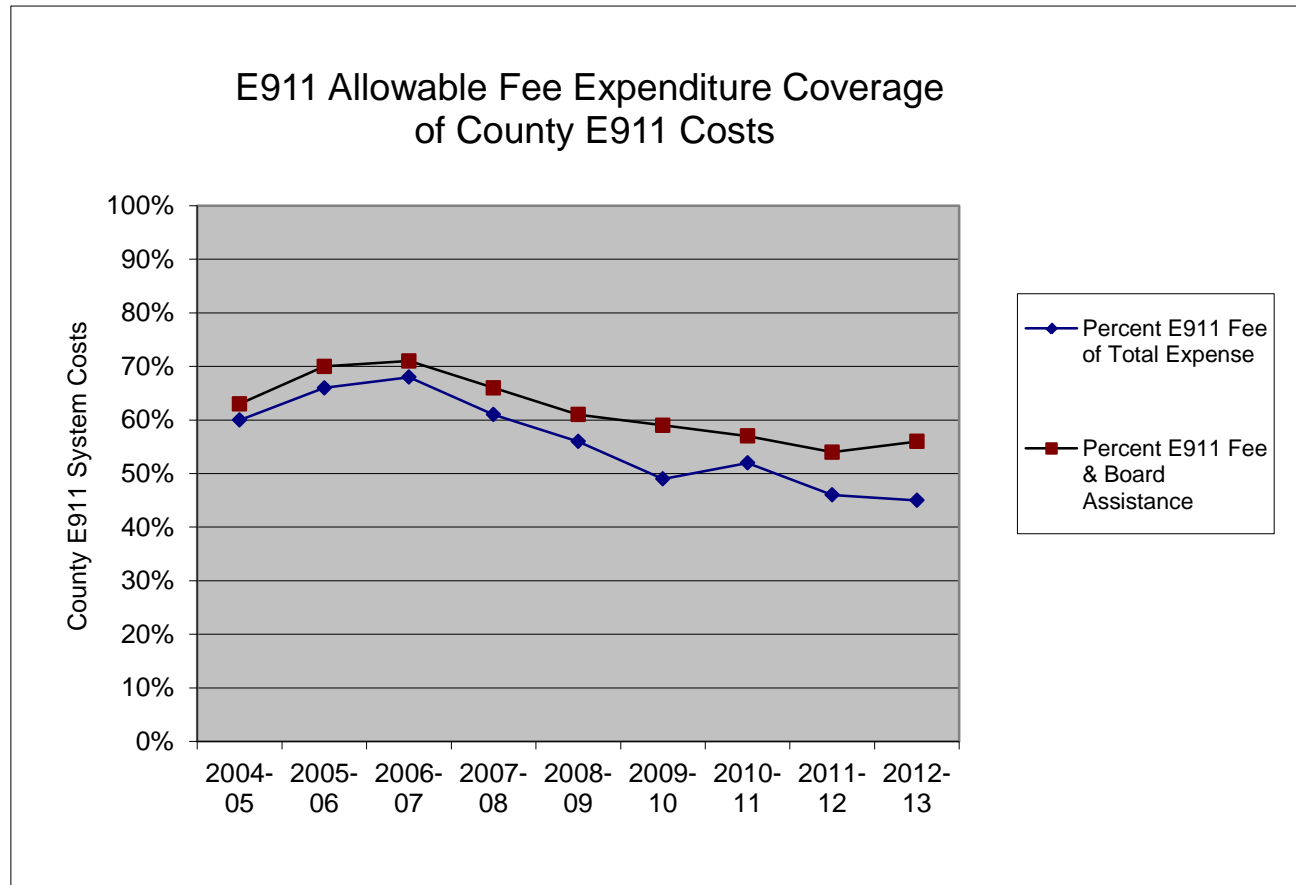
2000	2001	2002	2003	2004	2005	2006	2007
\$ 24,467,376	\$ 42,713,986	\$ 63,658,248	\$ 55,106,232	\$ 60,630,932	\$ 59,031,739	\$ 79,876,876	\$ 86,615,681
2008	2009	2010	2011	2012	2013	2014	2015
\$ 52,739,498	\$ 37,905,971	\$ 40,481,217	\$ 32,757,068	\$ 32,371,849	\$ 33,536,317	\$ 31,447,548	\$ 25,857,223

E911 Trust Fund Balance Projections



2001-2002	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08
\$ 55,520,432	\$ 52,799,485	\$ 47,258,613	\$ 57,466,785	\$ 60,022,397	\$ 70,054,201	\$ 38,162,750
2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15
\$ 17,702,605	\$ 19,988,994	\$ 16,734,706	\$ 14,637,314	\$ 15,093,894	\$ 14,572,923	\$ 11,880,487

**EXECUTIVE SUMMARY**



State of Florida E911 Expenditures									
Fiscal Year	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13
Percent E911 Fee of Total Expense	60%	66%	68%	61%	56%	49%	52%	46%	45%
Percent E911 Fee & Board Assistance	63%	70%	71%	66%	61%	59%	57%	54%	56%

**E911 Board**  
**2013 Annual Report**

Appendix 4  
NASNA State 911 Fee Compilation

**Appendix 4  
NASNA COMPILATION OF STATE 911 FEE INFORMATION**

State Fees & Organizational Structure Updated as of 07/01/13											
State	ST	WLN Fee	Structure	WLS Fee	Cost Recovery	Structure	VoIP Fee	VoIP Fee Collected Against	Definition	Prepaid	Comments
Alabama	AL	Up to 5% of the maximum base tariff rate and counties with a population of less than 25,000 may charge up to \$2.00 or charge the 5% based on the tariff rate.	Local	\$0.70		State Fee/Oversight&Local	Varies per Wireline Structure	Per exchange access facility	(4) EXCHANGE ACCESS FACILITIES - All lines, provided by the service suppliers for local exchange service, as defined in existing general subscriber services tariffs.		
Alaska	AK		Local	Up to \$2.00		Local	N / A	N / A			
Arizona	AZ	\$0.20	State Fee/Oversight & Local	\$0.20	Yes	State Fee/Oversight&Local	\$0.20	Same as WLN and WLS			
Arkansas	AR	5% or 12% of tariff rate	Local	\$0.40		State Fee/Oversight&Local	N / A	N / A			
California	CA	.5% of intrastate toll	State Fee/Oversight & Local	.5% of intrastate toll	Yes	State Fee/Oversight&Local	.5% of intrastate toll	Same as WLN and WLS			
Colorado	CO	Up to \$0.70, higher with PUC approval	Local	Same as wireline.	No	Local	Same as wireline.	Every billed service user			Prepaid will be 1.4% Point-of-Sale as of 1/1/11
Connecticut	CT	\$0.50	State Fee/Oversight	\$0.67	No	State Fee/Oversight	\$0.67	Per line		POS .67 fee 1/1/2013	
DC	DC	\$.76 per exchange access line	DC Government oversight	.76 per TN that has a DC billing address		DC Government oversight	\$.76	Line, trunk, path with access to 911 based on PPU	Each Carrier, or VSP, is responsible for the 911 tax, although they are authorized to state on the invoice a separate line item for the tax.	Effective 10-1-2010, POS charge of 2% of the sales price. The Seller may retain 3% of the 2% charge.	1. DC also has Centrex & PBX Stations assessed at .62 per month. 2.Each PBX Trunk assessed at \$4.96 per month (8 PBX Stations X .62=\$4.96)
Delaware	DE	\$0.60	State Fee/Oversight & Local	\$0.60	Yes	State Fee/Oversight	\$0.60	Per Access line at local landline fee	Considered as Non-Traditional Communication services. Required to remit if service provider provides access to 9-1-1		Legislative Committee is discussing proposing Prepaid legislation this fiscal year
Florida	FL	Up to \$0.50	State Fee/Oversight & Local	\$0.50	Yes	State Fee/Oversight&Local	\$0.50	Per service number/identifier		\$0.50	
Georgia	GA	Up to \$1.50	Local	Up to \$1.50	Yes	Local	\$1.50	Collected by local government	no action pending	Point of sale \$0.75 per transaction	No sunset to legislation. Prepaid fee collected by Dept of Revenue and distributed to local governments.
Hawaii	HI	\$0.27	Bill and Keep	\$0.66	Yes	State Fee/Oversight&Local	\$0.66			N/A	
Idaho	ID	Up to \$1.00	Local	Up to \$1.00	Yes	Local with State Advisory	\$1.00	N / A			
Illinois	IL	\$0.30 up to \$5.00	Local	0.73 (City of Chicago WRLS fee \$2.50)	Yes	State Fee/Oversight&Local	Same as WLN fee	Per Voip Subscription	"Subscriptions" means a count of the maximum number of interconnected VoIP calls that an end-user may have active at the same time. If the interconnected VoIP provider's retail customer purchases a service (or services) that allow more than one interconnected VoIP call (excluding in-call features such as call waiting and three way calling) to be made from the customer's physical location at the same time, the number of subscriptions equals the maximum number of interconnected VoIP calls that the customer may have active at the same time. In the case of business retail customer who purchases a service (or services) pursuant to a service agreement(s), the number of subscriptions equals the maximum number of interconnected VoIP calls that the customer may have active at the same time under the terms of the service agreement(s) with that business customer.	1.5% per retail transaction collected at point of sale. 7% per retail transaction for Chicago only.	Prepaid fee collected by Dept of Revenue and distributed to local governments.
Indiana	IN	3% to 10% of monthly access charge	Local	\$0.90	No	State Fee/Oversight&Local	Same as WLN fee	Per access line	N / A	\$0.50	Point of sale collection per transaction. Fee is remitted by the retailer to the Department of Revenue and then transferred to the Statewide 911 Board.
Iowa	IA	\$1.00	State Fee/Oversight & Local	\$1.00	1 2013 through June	State Fee/Oversight&Local	\$1.00	Per access line	Access line means a local exchange access line that has the ability to access local dial tone and reach a local public safety agency.	\$0.33 per retail transaction	Point of sale collection. Surcharge remitted to Dept of Revenue and then transferred to 911 program office
Kansas	KS	\$0.53	State fee/oversight	\$0.53	No	State Fee/Oversight	\$0.53	Per number	N / A	1.06 percent per retail transaction - collected at point of sale	Prepaid 911 fee funds are deposited into the 911 State Grant Fund available to all PSAPs up to \$2million annually. Prepaid 911 fees received beyond \$2 million annually will be redistributed to PSAPs.
Kentucky	KY	Varies by County; no limitation; Current Range \$.50 to \$4.50	Local	\$0.70	Yes	State Fee/Oversight&Local	Same as Local Landline Fee; Varies by county	Per Access Line	N/A	Provider selects from 3 statutory options to calculate the fee 1)Collect from each account w/ a balance of at least \$0.70 2)Formula dividing prepaid revenue by 50 then multiplying by\$0.70 3) Board regulation (optional w/ Board & no reg has been adopted)	Prepaid pays only \$0.39 compared to \$.70 for postpaid under this separate calculation system; Board has recent successful court cases to collect unremitted fees from prepaid providers under our original legislation of \$.70 per phone per month (prepaid & postpaid) --- no separate calculation method required.
Louisiana	LA	5% of tariff rates	Local	\$0.85		Local	Varies per Wireline Structure	N / A			
Maine	ME	\$0.45	State Program	\$0.45	Yes	State Program	\$0.45	See below at *		\$0.45 POS	Retail Collection at point of sale \$0.45 per transaction
Maryland	MD	\$1.00	State Fee/Oversight & Local	\$1.00	No	State Fee/Oversight&Local	\$1.00	Per all local access lines	NG 9-1-1 services are defined by legislation with planning and implementation oversight by the Maryland Emergency Number Systems Board	\$.60 per retail transaction for pre-paid wireless telecommunications service collected at the point of sale.	All 9-1-1 Surcharge fees are distributed to PSAPs to offset operational expenses and for Emergency Number Systems Board approved capital expenditures
Massachusetts	MA	\$0.75	State Program	\$0.75		State Program	Same as WLN & WLS	MGL Chapter 6A, Section 18H(a), Per Access Line	MGL Chapter 6A, Sections 18 A and 18H. Rate applies to communication service providers. Communication services includes any of the following: (a) the transmission, conveyance or routing of real-time, two-way voice communications to a point or between or among points by or through any electronic radio, satellite, cable, optical, microwave, wireline, wireless or other medium or method, regardless of the protocol used; (b) the ability to provide two-way voice communication on the public switched network; (c) wireless enhanced 911 service; (d) wireline enhanced 911 service; (e) interconnected VoIP provider service as defined by the regulations of the FCC regulations; (f) IP-enabled service; or (g) prepaid wireless service. (Note: Rate is set via Massachusetts Department of Telecommunications and Cable proceeding)	By regulation, (560 CMR 3.00), 2 options: (1) prepaid wireless provider collects surcharge on a monthly basis from each subscriber, end user, or customer; or (2) prepaid wireless provider calculates and remits the total surcharge for the month by (a) dividing its total Massachusetts revenue for prepaid wireless telephone service for the month by its national average revenue per user for prepaid wireless telephone service, and (b) multiplying the result by \$0.75.	Prepaid wireless providers continue to try to introduce point of sale legislation

**Appendix 4  
NASNA COMPILATION OF STATE 911 FEE INFORMATION**

State	ST	WLN Fee	Structure	WLS Fee	Cost Recovery	Structure	VoIP Fee	VoIP Fee Collected Against	Definition	Prepaid	Comments
Michigan	MI	State = \$0.19/Local Varies (up to \$3.00)	State & Local	State = \$0.19/Local Varies (up to \$3.00)	No	State Fee/Oversight&Local	Same as WLN & WLS	Access point or line	(g) "Communication service" means a service capable of accessing, connecting with, or interfacing with a 9-1-1 system, exclusively through the numerals 9-1-1, by dialing, initializing, or otherwise activating the 9-1-1 system through the numerals 9-1-1 by means of a local telephone device, cellular telephone device, wireless communication device, interconnected voice over the internet device, or any other means.	\$0.90	Prepaid is monthly state fee each month (no local fee collected on prepaid).
Minnesota	MN	\$0.80	State Fee/Oversight & Local	\$0.80	Yes	State Fee/Oversight&Local	\$0.80	Per number	Subdivision 1. [EMERGENCY TELECOMMUNICATIONS SERVICE FEE; 7.28 ACCOUNT.] (a) Each customer of a wireless or wire-line switched 7.29 or packet-based telecommunications service provider connected to 7.30 the public switched telephone network that furnishes service 7.31 capable of originating a 911 emergency telephone call is 7.32 assessed a fee based upon the number of wired or wireless 7.33 telephone lines, or their equivalent, to cover the costs of 7.34 ongoing maintenance and related improvements for trunking and 7.35 central office switching equipment for 911 emergency 7.36 telecommunications service, plus administrative and staffing 8.1 costs of the commissioner related to managing the 911 emergency 8.2 telecommunications service program. Recurring charges by a 8.3 wire-line telecommunications service provider for updating the 8.4 information required by section 403.07, subdivision 3, must be 8.5 paid by the commissioner if the wire-line telecommunications 8.6 service provider is included in an approved 911 plan and the 8.7 charges are made pursuant to tariff, price list, or contract. 8.8 The fee assessed under this section must also be used for the 8.9 purpose of offsetting the costs, including administrative and 8.10 staffing costs, incurred by the State Patrol Division of the 8.11 Department of Public Safety in handling 911 emergency calls		\$0.80 effective August 1, 2010
Mississippi	MS	\$0.85 to \$2.05	Local	\$1.00		State Fee/Oversight&Local	N / A	N / A	N / A		
Missouri	MO	15% of tariff rate or \$0.75	Local	none		NA	N/A	N/A	N/A		
Montana	MT	\$1.00	State Fee/Oversight & Local	\$1.00	Yes	State Fee/Oversight&Local	\$1.00	All 9-1-1 accessible service			Prepaid is at same level as wireless
Nebraska	NE	\$0.50 or higher under certain conditions	Local	0.50 (can go to \$.70)	Yes	State Fee/Oversight&Local	N / A	N / A	N / A		
Nevada	NV	\$0.25 or tax base	Local	\$0.25 or tax base		Local	N / A	N / A	N / A		
New Hampshire	NH	\$0.57	State Program	\$0.57	Legislature gave provider two years to claim cost recovery. No claims after 2008	State Program	0.57	Per access line	N.H. Revised Statutes Annotated 106H:9 amended as of January 1st, 2013 to include VoIP services requiring providers to collect monthly from each customer.	House Bill retained for study and report to full House in 2014 session. Committee reported that it need additional time to determine whether to recommend POS or Provider pays.	
New Jersey	NJ	\$0.90	State Program	\$0.90		State Program	\$0.90	Per access line	N / A		
New Mexico	NM	\$0.51	State Fee/Oversight & Local	\$0.51	Yes	State Fee/Oversight&Local	N / A	N / A	N / A		
New York	NY	\$0.35 or \$1.00	Local	\$0.35 and & 1.25		State Fee/Oversight&Local	N / A	N / A	N / A		
North Carolina	NC	\$0.60	State/Oversight	\$0.60	Yes	State Fee/Oversight	\$0.60	Per access line	A monthly 911 service charge is imposed on each active		Legislation changed 7/01/2010
North Dakota	ND	\$1.00 - \$1.50	Local	\$1.00 - \$1.50	No	Local	\$1.00 - \$1.50	Per access line	N/A	2% assesment on the gross receipts collected a point of sale	POS legislation passed in 2013, Effective 2014.
Ohio	OH	Property tax and/or fee up to \$0.50	Local	\$0.28	No	State Fee/Oversight&Local	N / A	N / A	N / A		Surcharge extended through 2012
Oklahoma	OK	Varies up to 15% of tariff rates	Local	\$1.50		Local	Varies per Wireline Structure	N / A	N / A		
Oregon	OR	\$0.75	State Fee/Oversight&Local	\$0.75	No	State Fee/Oversight&Local	\$0.75	Per telephone exchange access lines and channels	Telephone exchange access lines or channels that provide local access by a subscriber in this state to the local telecommunications network to effect the transfer of information		
Pennsylvania	PA	\$1.00 to \$1.50	Local - based upon Class of County	\$1.00	Yes	State Fee/Oversight&Local	\$1.00	Assessed to each telephone number or successor dialing protocol assigned by a VoIP provider to a VoIP service customer that has outbound calling capability.	N / A	POS: \$1.00 per retail transaction	In the case of VoIP service customers purchasing multiple dial tone telephone access lines from a VoIP provider, the following multipliers are applied: (i) For the first 25 lines, each line shall be billed at the approved contribution rate. (ii) For lines 26 through 100, each line shall be billed at 75% of the approved contribution rate. (iii) For lines 101 through 250, each line shall be billed at 50% of the approved contribution rate. (iv) For lines 251 through 500, each line shall be billed at 20% of the approved contribution rate. (v) For lines 501 or more, each line shall be billed at 17.2% of the approved contribution rate.
Rhode Island	RI	\$0.47	State Program	\$0.47		State Program	\$0.47	Use wireline	Need to obtain statute language		
South Carolina	SC	\$0.50 to \$1.50	Local	\$0.58		State Fee/Oversight&Local	N / A	N / A	N / A		
South Dakota	SD	\$1.25	State Fee/Oversight&Local	\$1.25	No	State Fee/Oversight&Local	No	N / A	N / A	2% Retail POS	Increase from .75 to \$1.25 took effect 7-1-12. Also changed the surcharge from a local fee to state tax now collected at the state level and disbursed by the state back to counties.

**Appendix 4  
NASNA COMPILATION OF STATE 911 FEE INFORMATION**

State	ST	WLN Fee	Structure	WLS Fee	Cost Recovery	Structure	VoIP Fee	VoIP Fee Collected Against	Definition	Prepaid	Comments
Tennessee	TN	Up to \$1.50 on resid. & Up to \$3.00 for bus.	Local	Up to \$3.00, currently set at \$1.00	Yes	State Fee/Oversight&Local	Up to \$3.00 currently set at \$1.00		(9) "IP-enabled services" means services and applications making use of Internet Protocol ("IP") including, but not limited to, voice over IP and other services and applications provided through wireline, cable, wireless, and satellite facilities and any other facility that may be provided in the future through platforms that may not be deployable at present which are capable of connecting users dialing or entering the digits 911 to public safety answering points;	POS	Prepaid is \$.53 on every prepaid transaction over a minimal amount, which is defined as an amount of service denominated as ten (10) minutes or less, or five dollars (\$5) or less. Liability Protection included in statute for IP enabled services.
Texas	TX	\$0.50 plus it varies by HRC & ECD	Combination	\$0.50		Combination	\$0.50	Per local exchange service switched access line	"Local exchange service switched access line" means the transmission facility and local switching equipment used by a wireline common carrier to connect a customer location to a carrier's local exchange switching network for providing two-way interactive voice, or voice capable, services.	2% POS	Liability Protection included in service agreements. Effective June 1, 2010, prepaid wireless 9-1-1 emergency services fee 2% of the purchase price of each prepaid wireless telecommunications service purchased by any method, shall be collected by the seller from the consumer at the time of each retail transaction of prepaid wireless telecommunications service occurring in this state and remitted to the controller.
Utah	UT	\$0.61 local fee plus \$0.08 state fee	Local	\$0.61 local fee plus \$0.08 state fee	No	State Fee/Oversight&Local	\$0.61 local fee plus \$0.08 state fee	Per Access line at local landline fee	(3) (a) Except as provided in Subsection (3)(b) and subject to the other provisions of this Subsection (3) a county, city, or town within which 911 emergency telecommunications service is provided may levy monthly an emergency services telecommunications charge on: (i) each local exchange service switched access line within the boundaries of the county, city, or town; (ii) each revenue producing radio communications access line with a billing address within the boundaries of the county, city, or town; and (iii) any other service, including voice over Internet protocol, provided to a user within the boundaries of the county, city, or town that allows the user to make calls to and receive calls from the public switched telecommunications network, including commercial mobile radio service networks.	1.9% POS. The retailer retains 3% of the 1.9% for collection cost, the state tax commission retains 1.5% of the 1.9% as a cost of collection, of the 95.5% left, the money is distributed based upon the following formula 80.3% to the local PSAP, 9.2% to Poison Control, and 10.5% to the state 911 committee.	Poison Control was added to the prepaid POS because they use a telephone surcharge to fund Poison Control. They charge 7 cents per line on land line, cellular, VOIP etc.
Vermont	VT	USF \$0.75	State Program	none		State Program	N / A	N / A	N / A		
Virginia	VA	\$0.75	State	\$0.75	Yes	State Fee/Oversight&Local	\$0.75	There is hereby imposed a monthly tax of \$0.75 on the end user of each access line of the telephone service or services provided by a communications services provider. However, no such tax shall be imposed on federal, state, and local government agencies or on consumers of CMRS, as that term is defined in § 56-484.12. The revenues shall be collected and remitted monthly by the communications services provider to the Department and deposited into the Communications Sales and Use Tax Trust Fund. This tax shall be subject to the notification and jurisdictional provisions of subsection C.	"Access lines" are defined to include residence and business telephone lines and other switched (packet or circuit) lines connecting the customer premises to the public switched telephone network for the transmission of outgoing voice-grade capable telecommunications services. Centrex, PBX or other multistation telecommunications services will incur an E-911 tax charge on every line or trunk (Network Access Registrar or PBX trunk) that allows simultaneous unrestricted outward dialing to the public switched telephone network. ISDN Primary Rate Interface services will be charged five E-911 tax charges for every ISDN Primary Rate Interface network facility established by the customer. Other channelized services in which each voice-grade channel is controlled by the telecommunications provider shall be charged one tax for each line that allows simultaneous unrestricted outward dialing to the public switched telephone network. Access lines do not include local, state, and federal government lines; access lines used to provide service to users as part of the Virginia Universal Service Plan; interstate and intrastate dedicated WATS lines; special access lines; off-premises extensions; official lines internally provided and used by providers of telecommunications services for administrative, testing, intercept, coin, and verification purposes; and commercial mobile radio service.	The prepaid wireless E-911 charge is \$0.50 per retail transaction. Except as otherwise expressly provided, the charge imposed shall be collected by the Tax Commissioner and shall be implemented, enforced, and collected in the same manner as retail sales and use taxes are implemented, enforced, and collected under the Virginia Retail Sales and Use Tax Act (§ 58.1-600 et seq.).	
Washington	WA	\$0.25 state & \$0.70 local	State Fee/Oversight & Local	\$0.25 state & \$0.70 local	County determinat	State Fee/Oversight&Local	\$0.25 state & \$0.70 local	Applies to all VoIP with nexus in state			
West Virginia	WV	Varies	Local	\$3.00		Local	Varies per Wireline Structure				
Wisconsin	WI	Varies	Local	\$0.00	No	State Fee/Oversight&Local	N / A		N / A		
Wyoming	WY	\$0.25 - \$0.75	Local	\$0.25 - \$0.75		Local	\$0.25 - \$0.75	Same as WLN and WLS		N/A	
<b>Key to Classifications:</b>											
Local - This is a local program from fee imposition, collections, 911 service implementation, contracting, etc.											
State Program - This is a state program from the fee imposition, collections, 911 service implementation, contracting, etc.											
State Fee/Oversight & Local - This is a program where the state law authorizes the fees, and remittance is to the state who has oversight authority via plan approval, standard/rule setting, and fund authorizations. Local government are responsible for the											
* Maine VoIP Collection is against interconnected voice over Internet protocol services which means a service that enables real-time, 2-way voice communications; requires a broadband connection from the user's location, and permits users generally to receive calls that originate on the public switched telephone network and to terminate calls to the public switched telephone network.											

**E911 Board**  
**2013 Annual Report**

Appendix 5

E911 Board Legislative Recommendations

## **Appendix 5 E911 Board Legislative Recommendations**

The board began a review of the E911 statutes for technical changes in 2009 and has proposed changes to the 911 legislation. This section provides updated recommendations for needed changes to the 911 statutes. With the citizens and visitors to Florida trend in purchasing and using advanced personal communication devices, the statutes have been reviewed to effectively accommodate the new technologies.

These legislative additions, clarifications, and modifications are suggested to assist the board, DMS, the industry and the counties with implementing and maintaining a comprehensive statewide emergency communications number system to provide 911 access to public safety agencies for the delivery of 911 service.

### **1. E911 Fee Revenue**

Florida's Legislature established a moratorium on the collection and remittance of the E911 fee on prepaid service beginning in July 2007 to provide time to determine the best collection method. The collection moratorium expired in July of 2013 and modifications to the statutes are necessary to authorize a point-of-sale collection method. If the modifications are not approved, the decline in E911 funding will result in a decline in E911 service, unless another method of collection is determined or an alternative funding source is identified.

The board established a subcommittee to review prepaid legislative issues for proposed legislative action. Subcommittee meetings were held in conjunction with the 2012 E911 Board meetings and included the telecommunications industry, retail federation, and county 911 coordinators. The collection method agreed to by the industry, retailers and counties is at point-of-sale. The board considered and agreed with the work of the subcommittee and approved draft legislation to require collection of the prepaid wireless fee.

#### **a. Prepaid Wireless Service and Authorization of the Point-of-Sale Collection of E911 Prepaid Wireless Fee**

The past few years have seen an increasing number of consumers shift from wireline and wireless contract services to prepaid calling arrangements. Florida's moratorium on applying the E911 fee on prepaid wireless services significantly reduced E911 fee revenues. Legislative action needed to authorize a point-of-sale collection method for the E911 fee is imperative in this legislative session. Identifying and implementing a workable and equitable collection method has been the subject of much debate and a source of delay. The variety of prepaid methods and service plans provides a number of fee collection challenges; however, during the moratorium, over 25 states have successfully implemented point-of-sale collection. Methods have already been developed and implemented by major retailers and other entities to collect and remit 911 fees on a point-of-sale basis.

#### **b. Modify E911 Fee Remittance for Changing Communication Services Accessing 911**

There are VoIP devices, products, and services that presently do not collect the E911 fee for the 911 emergency response service that the providers advertise as part of their product offering. The VoIP products provide connectivity to the Public Switched Telephone Network with the capability to access 911. However, these companies believe that they are not required to submit E911 remittances because they provide a device and not a service and that the E911 subscriber fee

## **Appendix 5**

### **E911 Board Legislative Recommendations**

requirements do not apply to their business models. The 911 fee legislation should be amended to require the remittance of E911 fees by these service providers. The statutes should resolve VoIP product issues on these devices to ensure customers with these devices pay for the 911 services that are available to the subscribers.

The 911 system is moving toward a NG-911 system that utilizes voice, text, and video. The increase in volume and types of information being sent to PSAPs will transition the 911 system from a mere call taking function to an information system. This system will provide first responders with far more incident information allowing them to safely, quickly and efficiently deliver emergency services. It is important to make fee remittance modifications to include E911 fee revenue from all services and devices that can access 911 services. Doing so will assure that all telecommunication services are competitively neutral and collect the fee revenue needed to maintain the E911 services.

The modernization of Florida's 911 system will require comprehensive modifications to the statutes and regulations to implement the needed changes for what is being referred to in the industry as a Next Generation 911 system. The following items are needed to initiate this policy transition:

#### **c. Modify Current Legislation to Prohibit Advertisement of other Emergency Numbers**

The board has identified instances where private entities have advertised numbers other than 911 to be called when seeking emergency services. The board believes the only emergency number that should be advertised is 911. Therefore, it is important to eliminate the publication and advertisement of other emergency numbers such as the emergency number used in other countries. The current statute is limited to public safety agency advertisement. It needs to be expanded to include all advertisements.

~~A public safety agency may not advertise or otherwise promote the~~ [The advertisement or promotion of any communications number for emergency response services other than "911" is prohibited.](#)

#### **d. Update statutes to account for 911 basic, Enhanced 911 (E911) and Next Generation 911 (NG-911)**

The current statute references enhanced 911 limiting the scope of 911. Current and future 911 functions cover:

- Basic call delivery when location identification is not available
- Enhanced 911 call delivery when automatic location delivery and selective routing is available
- Next Generation 911 when geographic location routing and delivery will be provided to the correct PSAP.

By addressing 911 as a complete function the statutes and State 911 Plan will cover all 911 call delivery issues and functionality.

"911" should be used for all statute references, except where enhanced or next generation specific functions explicitly need to be referenced. 911 statutes should account for and cover all 911 functions.

## Appendix 5 E911 Board Legislative Recommendations

### Suggested statute modification to all 911 sections 365.171 – 365.175, Florida Statutes:

Not shown - change all E911 references to 911 unless it specifically addresses an Enhanced 911 issue.

#### Add Definition:

(a) "911" is the designation for all forms of 911 services including enhanced 911 and next generation 911 service that is an emergency telephone system or telecommunication service that provides a subscriber with 911 service and, in addition, directs 911 calls and requests for assistance to the appropriate public safety answering points from which the request originated, or as otherwise provided in the state plan under s. 365.171, and that provides for number identification and location identification. 911 service provided by a wireless provider means 911 as defined in the FCC order.

#### Change all E911 Board references to 911 Board.

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

(5) THE E911 BOARD.—

### Suggested statute change: section 365.172, Florida Statutes:

Updates to the definition for FCC order are required to address new technology issues related to 911 including next generation and Enhanced 911 features and systems:

(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 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.~~

#### e. **Modernize the Statutes to Manage and Administer NG-911 Equipment, Systems, and Services.**

Current legislation covers the implementation of 911 and E911 with the addition of allowable expenditures for NG-911. The statutes need to be updated to ensure that the legislative and regulatory provisions for Florida's 911 system specifically include NG-911 service features and functions, including: text, data and video. The transition

## **Appendix 5 E911 Board Legislative Recommendations**

to a NG-911 system will significantly change the structure of the future 911 system. The statutes should address all forms, phases and stages of 911 systems.

A statewide coordination and planning process will be required for interstate and intrastate coordination of NG-911. Centralized E911 oversight is the focus of section 365.171, Florida Statutes, requiring the Department of Management Services to develop, maintain and implement appropriate modifications for a statewide emergency communications E911 system plan. However, with the implementation of a true NG-911 system, statewide coordination with national standards and policies is needed to assure NG-911 interoperable communications and call delivery. State-level coordination is required for a statewide 911 call routing system within the state and for coordination with adjacent states. With a standardized state network, 911 call delivery functions will no longer be geographically limited to a specific county or public safety answering point thus providing redundancy in a cost effective manner. The funding necessary to support statewide planning and implementation of NG-911 is needed for call routing and delivery, statewide management information systems for call tracing and analysis, statewide geographic information system for location and delivery, and associated system training.

As Florida citizens begin to utilize smart phone capabilities such as text, data, images and video to access the 911 system for emergency assistance, the system will need to be modified to ensure the PSAPs can handle such a request with no delay.

- The definitions of a “911” call needs to be modified to include a 911 request for assistance.
- Legislation definitions need to be aligned with next generation 911 terminology and definitions.
- Next Generation 911 is referenced in the statutes without a definition of the term. A definition of Next Generation 911 is needed for an understanding of its features and services.

### **Suggested statute addition: section 365.172(3), Florida Statutes:**

[\(tbd\) “Next Generation 911 \(NG-911\)” means the designation for an advanced 911 emergency communications system or service that provides a communications service subscriber with 911 service and, in addition, directs 911 emergency requests for assistance to appropriate public safety answering points based on the geographical location from which the request originated, or as otherwise provided in the State E911 Plan under s. 365.171, and that automatically provides emergency data information including number identification and location identification features through managed 911 IP-based services and networks.](#)

[\(tbd\) “911 IP-based services and networks” means services, equipment and applications using Internet Protocol \(IP\) for provisioning subscribers and public agencies with the capability for communicating to public safety answering points using the number 911.](#)

The State 911 Plan should include the development of statewide emergency 911 networks, coordination with neighboring states, and the adoption of industry standards and requirements, and best practices.

## Appendix 5 E911 Board Legislative Recommendations

It should clearly address state, regional, and local roles in the control of all aspects of the statewide 911 system. Liability and jurisdictional demarcations should be clearly identified.

The State 911 Plan should also include quality of service requirements to specify uniform, minimum levels of 911 service that should be consistently provided across the State.

State-level functions and services may include such items as Geographic Information System (GIS) data sources shared by PSAPs or the operation of a statewide emergency services IP network.

### **Suggested statute addition: section 365.171(4), Florida Statutes:**

(b) A system to meet specific local government ~~from each public safety agency~~ that meets the plan 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.

(e) Operation of state-level functions and services necessary to support a statewide interconnected 911 system.

(f) Standards and requirements for 911 networks, and best practices including product, interface, data, testing, performance, and operations.

(g) State-level network design for delivery and proper routing of 911 calls, including 911 security requirements.

(h) Promotion of increased coordination and partnerships within the emergency communication and response community, federal agencies, tribal governments and other states to include the identification and development of the mutual aid and interlocal agreements necessary to obtain an effective statewide 911 system.

### **Suggested statute addition: section 365.171(7), Florida Statutes:**

(7) TELECOMMUNICATIONS ~~INDUSTRY~~ COORDINATION.—

(a) The office shall coordinate and collaborate with the Florida Public Service Commission ~~which~~ and appropriate telecommunication service providers, state, interstate and local agencies as well as private companies, for the purpose of ensuring the establishment and enforcement of standards for 911 system security and continuity of operations, including, but not limited to standards for system access and security controls, user access and identity, data and hardware protection, and disaster management and recovery.

(b) The office shall encourage the Florida telecommunications industry to activate facility modification plans for timely E911 implementation coordinate 911 efforts with neighboring states, tribal governments and federal government agencies. The office shall have the authority to enter into interlocal contracts, interstate contracts and federal contracts for the purposes of implementing a statewide 911 system and the State 911 Plan.

### **f. Include 911 Legislative Requirements for Private Companies Contracted by Public Agencies:**

With the move to a NG-911 system and the importance of getting information to first responders, the potential that a private entity may be in the flow of information will be greater in the future. In order to be able to provide the information to these private entities, the private entity would need the same requirements of the public safety

## Appendix 5 E911 Board Legislative Recommendations

agency such as confidentiality, disclosure, retention, training, any other applicable statutes and the State 911 Plan. Therefore, modifications are needed to provide the ability for answering points to include private safety entities that provides medical, or other emergency services.

### **Suggested statute addition and modification: section 365.172(3), Florida Statutes:**

(\*)“Public safety agency” means a functional division of a public agency which provides firefighting, law enforcement, medical, or other emergency services. [This also includes private companies, corporations, or institutes authorized by a public agency to provide firefighting, law enforcement, ambulance, medical, or other emergency services.](#)

### **Suggested statute addition and modification: section 365.171(10), Florida Statutes:**

(10) COMPLIANCE.—All public [safety](#) 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.

## **g. Modernize Budget and Spending Authority Administration**

Modifications are needed to provide the ability for the Board to use E911 Trust Fund revenues, which have not been disbursed for service providers; for E911 Rural County Grants, E911 State Grants and federal grant matching funds to the office, for the purposes of improving statewide E911 programs, projects and assistance to counties on E911 systems.

Based on the current E911 legislation, funding and spending authority were developed for the legacy E911 systems architecture. Modifications are required to enable the delivery of 911 calls and requests for assistance using communication provider IP-based services.

It is anticipated that federal grant programs will become available to enable the migration to NG-911. These grants will most likely require State matching funds. Access to the E911 fee revenue is needed to take advantage of these opportunities to transition from existing E911 systems to the NG-911 emergency communication systems.

E911 State Grant Programs are needed to maintain E911 services and develop NG-911 implementations throughout the state. E911 services using hosted E911 equipment and networks provide for potential E911 solutions with reductions in the cost of PSAP equipment and services.

### **Suggested statute modification: section 365.172(6)(a)3.b., Florida Statutes:**

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 [non-federal matching funds for federal grants and for grants to all counties](#) for the purpose of upgrading E911 systems. The counties must use the funds only for capital expenditures [or hosted E911 PSAP call taking equipment and network services](#) directly attributable to establishing and provisioning E911 services, [in accordance with the Statewide Emergency Communications E911 System Plan and ss. 365.171](#), ~~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

## Appendix 5 E911 Board Legislative Recommendations

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.

Strikeout on Phase II complete item above is provided because it is not required since all counties and providers report Phase II completion.

County assistance with is needed with the E911 planning and budgeting process for NG-911 implementations, expenditures and excess cost recovery calculations. This addition is to allow hosted system funding where counties have existing carry forward funds.

### **Suggested statute modification: section 365.173(2)(d), Florida Statutes:**

A county may carry forward up to 30 percent of the total funds disbursed to the county by the board during a county fiscal year for expenditures for capital outlay, capital improvements, equipment replacement, [and hosted system implementations](#),

#### **h. Modification to E911 Fee Revenue Auditing Requirements**

Currently the county E911 fee revenues disbursements and interest are incorporated into the annual county budget and are part of the annual financial audit performed in accordance with s. [218.39](#). The E911 fee revenue should be audited to assure that the funds are used in compliance with legislative allowable expenditure intent and to meet the requirements of the federal legislation and rules.

- E911 subscriber fee revenues need to be dedicated for the provisioning of legislatively allowable uses with constraints against diversion of E911 fee remittance funds to other non-allowable purposes.
- The E911 fee revenue should be audited to assure that the funds are used in compliance with legislative intent and to meet the requirements of the federal legislation and rules.

### **Suggested statute modification: section 365.173(2)(c), Florida Statutes:**

... The fund shall be included within the financial audit performed in accordance with s. [218.39](#). [The financial audit shall assure that all E911 fee revenues, interest and E911 grant funding is used for payment of authorized expenditures, as specified in s. 365.172\(9\) and as specified in the E911 Board grant and special disbursement programs. The county is responsible for all expenditures of revenues distributed from the county E911 fund and shall submit the financial audit reports to the board for review.](#) A county may carry forward up to ...

### **Suggested statute addition: section 218.39(2), Florida Statutes:**

[\(tbd\) The county audit report must include all E911 fee revenues received, including interest accrued and E911 grant funding, and provide financial accounts and records of compliance for payment of authorized expenditures, as specified in s. 365.172\(9\) and as specified in the E911 Board Grant Programs.](#)

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Add E911 Trust Fund audit function back into the legislation to provide yearly audit of 911 fee revenues to assure that the funds are used in compliance with legislative intent and for verification reporting for the FCC report to Congress.

**Suggested statute modification: section 365.173(2)(c), Florida Statutes:**

[\(3\) 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.](#)

**i. Provide Confidentiality of State, County, PSAP and Public Safety Agency 911 Security and System Information**

Transitions to a NG-911 system will require the board to establish a statewide plan incorporating all of the pieces of the system. The board should have the ability to collect, and retain as confidential, information from the counties and safety agencies. This would include PSAP locations, each PSAP's circuits, and other information necessary to ensure continued operation of an efficient 911 system. It will be imperative to keep secure and confidential security information on a state 911 routing system.

**Suggested statute relocation from: section 365.171(12) to 365.174(2), Florida Statutes:**

(2) CONFIDENTIALITY OF 911 CALL RECORDS.

(a) 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 communications services provider 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.

(b) Notwithstanding paragraph (a), a 911 public safety telecommunicator, as defined in s. [401.465](#), may contact any private person or entity that owns an automated external defibrillator who has notified the local emergency medical services medical director or public safety answering point of such ownership if a confirmed coronary emergency call is taking place and the location of the coronary emergency is within a reasonable distance from the location of the defibrillator, and may provide the location of the coronary emergency to that person or entity.

[\(c\) Notwithstanding paragraph \(a\), a 911 public safety telecommunicator, as defined in s. 401.465, may contact any private person or entity that provides law enforcement, medical, fire or other emergency services who has notified the public safety agency of emergency response availability if a confirmed 911 emergency call is taking place and the location of the emergency is](#)

## Appendix 5 E911 Board Legislative Recommendations

[within a reasonable distance from the private person or entity, and may provide the location of the emergency to that person or entity.](#)

j. Statement of public necessity

[Section 2. The Legislature finds that it is a public necessity that sensitive 911 security entity data, system-related trade secrets, and 911 system security policies and procedures be made confidential and exempt from public record requirements. The Legislature finds that the release of such information might compromise integrity of the 911 system and expose the system to security threats or attacks that delay, disrupt, or otherwise prevent 911 call delivery and answering by public safety agencies providing rapid law enforcement, fire, medical, rescue, and other emergency service response for citizens accessing 911. The Legislature further finds that the harm that may result from the release of such sensitive 911 security entity data, system-related trade secrets, and 911 system security policies and procedures outweighs any public benefit that may be derived from the disclosure of the information.](#)

[\(3\) CONFIDENTIALITY OF 911 CALL ROUTING RECORDS. The provider's or office's 911 security, standards, designation requirements, and procedures providing the basis for the service providers and county 911 call routing systems including circuit identifications, routing, database, and security information, reports and records that could be used to determine service provider 911 call routing security information shall be considered confidential 911 trade information and is confidential and exempt from s. 119.07\(1\) and s. 24\(a\), Art. I of the State Constitution.](#)

k. **Additions for Liability Protection of 911 Information**

Congress and the FCC provide the legislation and rules for regulating communications providers and they are establishing regulatory changes for new technologies and the access to E911 and NG-911 emergency services.

Liability protection is appropriate for existing and new telecommunication devices and services. The existing liability protection for communications service providers should apply to all services and technologies enabled by E911 and should include NG-911 services. The liability statutes should be technology neutral and not apply to any particular provider.

The New and Emerging Technologies Improvement Act of 2008 amended the Communications Act of 1934 to authorize a telephone exchange service, wireless service and IP-enabled voice service to provide subscriber list information and to use, disclose, or permit access to call location information in emergencies.

The New and Emerging Technologies Improvement Act of 2008<sup>1</sup> amends the Wireless Communications and Public Safety Act of 1999 to require wireless carriers, IP-enabled voice service providers, and emergency communications providers' parity in liability protection with local exchange companies. Liability protection for service providers is consistent with the liability protection included within the state statutes.

Florida liability protection statutes reference the tariff of the Local Exchange Carrier. This protection can be eliminated with the withdrawal of the tariff or schedule. It is

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<sup>1</sup> Public Law 110-283 110th Congress.

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important to ensure liability protection is provided through the statutes for services where tariffs aren't required or are withdrawn.

### **Suggested statute modification: Definitions**

"Communications services" means voice communications services and text and video through the use of any technology, which actually provides access to 911 services, and includes communications services, as defined in s. 202.11, which actually provide access to 911 services and which are required to be included in the provision of 911 services pursuant to orders and rules adopted by the Federal Communications Commission.

"Communications services provider" or "provider" means any person or entity providing communications services, except that the term does not include any person or entity that resells communications services and was assessed the fee authorized and imposed under section 365.172, Florida Statutes.

### **Suggested statute modification: section 365.172(11), Florida Statutes:**

- Recommend modifying the current liability statutes for protection of E911 providers including all regulated local exchange carriers and unregulated wireless providers, IP-based providers and emergency communications providers.

...Local governments ~~are authorized to undertake to~~ may indemnify ~~local exchange carriers communications services providers~~ against liability ~~in accordance with the lawfully filed tariffs of the company in connection to 911 service provision.~~ Notwithstanding an indemnification agreement, a ~~voice communications communications~~ services provider is not liable for damages resulting from or in connection with 911 ~~or~~ 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 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 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.

- Liability protection should extend to all information required to be provided to the PSAP and delivery to appropriate emergency response entities.

(b) Any public safety agency operating pursuant to chapter 365, any employee of such public safety agency working to provide 911 services, and any person involved in the provision of 911 services who in good faith receives, develops, collects or processes information for the 911 databases, relays, transfers, operates, maintains or provides 911 services or system capabilities, or provides emergency 911 communication or services for emergency medical, fire or law enforcements or other public safety agencies, shall not be held liable for any civil damages as a result of the provision of such 911 services unless such damages result from providing, or failing to provide, 911 services under circumstances demonstrating a reckless disregard for the consequences so as to affect the life or health of another

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Appendix 6  
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## Appendix 6

### GLOSSARY OF TERMS

911 IP-based services and networks	Services, equipment and applications using Internet Protocol (IP) for provisioning subscribers and public agencies with the capability for communicating to public safety answering points using the number 911.
Address Database	An organized collection of 911 information, Master Street Addressing Guide, telephone number/ESN, and telephone customer records, typically stored in computer systems, comprised of fields, records (data) and indexes.
Access Line	A telephone line extending from the telecommunications company's central office to a point of demarcation, usually on the customer's premises. The connection between a customer premises network interface and the Local Exchange Carrier that provides access to the Public Switched Telephone Network (PSTN).
Association of Public-Safety Communications Officials (APCO)	A professional organization dedicated to the enhancement of public safety communications.
Automatic Location Identification (ALI),	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.
Automatic Number Identification (ANI)	The capability of the E911 service that enables the automatic display of the service number used to place a 911 call.
Backup Public Safety Answering Point (PSAP)	Typically a disaster recovery answering point/alternate facility that serves as a backup to the primary PSAP. (It should not be co-located with the primary PSAP.)
Basic 911	An emergency telephone system that 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.
Broadband	A descriptive term for evolving digital technologies offering consumers a single switched facility offering integrated access to voice, high-speed data services, video-demand services, and interactive information delivery services. Broadband is also used to define an analog transmission technique for data or video that provides multiple channels.
Competitive Local Exchange Company (CLEC)	Any company certificated by the Florida Public Service Commission to provide local exchange telecommunications service in the State of Florida on or after July 1, 1995. Pursuant to Law, the term ALEC was changed to CLEC on May 23, 2003.
Customer Premise Equipment (CPE)	911 communications equipment located in the PSAP.
Emergency Communications Number E911 System Fund	Established in section 365.173, Florida Statutes, 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.
Emergency medical, fire and police dispatch	Emergency assistance for medical, fire and law enforcement response using pre-arrival first aid or other medical instructions provided by trained 911 public safety telecommunicators.
Enhanced 911 (E911)	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 section 365.171, Florida Statutes, 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.
E911 Board	Board of directors of the E911 Board established in subsection 365.172(5), Florida Statutes.
E911 State Grant Program	A grant program providing funding assistance with the purpose of assisting State of Florida counties with the installation of Enhanced 911 (E911), Phase II and Next Generation 911 systems.
E911 Trust Fund	Emergency Communications Number E911 System Fund
Emergency Services IP Network	An IP-based inter-network (network of networks) shared by all agencies which

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(ESInet)	may be involved in any emergency.
Federal Communications Commission (FCC)	The Federal Communications Commission (FCC) is an independent United States government agency, directly responsible to Congress. The FCC was established by the Communications Act of 1934 and is charged with regulating interstate and international communications by radio, television, wire, satellite and cable. The FCC's jurisdiction covers the 50 states, the District of Columbia, and U.S. possessions.
Florida Public Service Commission (FPSC)	Florida Public Service Commission, created by the Florida Legislature, has regulatory authority over local exchange telephone service and other utility markets.
Geographic Information Systems (GIS)	A computer software system that enables one to visualize geographic aspects of a body of data. It contains the ability to translate implicit geographic data (such as a street address) into an explicit map location. It has the ability to query and analyze data in order to receive the results in the form of a map. It also can be used to graphically display coordinates on a map i.e. latitude/longitude from a wireless 911 call.
Global Positioning Systems (GPS)	A satellite-based Location Determination Technology (LDT).
Handset-based solution	Wireless location technology using a method of providing the location of wireless 911 callers that requires the use of special location-determining hardware and/or software in a portable or mobile phone. Handset-based solution may also employ additional location-determining hardware and/or software in the wireless network and/or another fixed infrastructure.
IP Architecture	Internet Protocol refers to all the standards that keep the Internet running. Describes software that tracks the Internet address of nodes, routes outgoing messages, and recognizes incoming messages.
Large County	Any Florida county that has a population of more than 750,000.
Local Access and Transport Areas (LATA)	Service area within which a local telephone company may offer telecommunication services. Geographic regions which present the post-divestiture service areas of the Bell operating companies.
Latitude	The angular distance from the earth's equator to points north and south, usually measured in degrees.
Local Exchange Carriers (LEC)	A telecommunications carrier under the state/local Public Utilities Act that provide local exchange telecommunications services. Includes subcategories known as the Incumbent Local Exchange Carrier(s) (ILEC(s)), Alternate Local Exchange Carrier(s) (ALEC(s)), Competitive Local Exchange Carrier(s) (CLEC(s)), Competitive Access Provider (CAP), and Certified Local Exchange Carrier(s) (CLEC(s)).
Longitude	The angular distance from the prime meridian to points east and west, usually expressed in degrees, minutes and seconds.
Master Street Address Guide (MSAG)	A 911 database of street names and house or building number ranges within their associated communities defining Emergency Service Zones and their associated Emergency Service Numbers to enable proper routing of 911 calls.
Medium County	Any Florida county that has a population of 75,000 or more but less than 750,000.
Mobile Satellite Service	Mobile Satellite Service (MSS) carriers are subject to a FCC 911 call center requirement. Specifically, those MSS carriers providing voice service that is interconnected to the public switched network must establish call centers to which all subscriber emergency calls are routed and then forwarded to an appropriate public safety answering point (PSAP).
Network-based solution	Wireless location technology using a method of providing the location of wireless 911 callers. It employs hardware and/or software in the wireless network and/or another fixed infrastructure, such as triangulation, and does not require the use of special location determining hardware and/or software in the caller's portable or mobile phone.
National Emergency Number Association (NENA)	NENA is a not-for-profit corporation established in 1982 to further the goal of "One Nation – One Number." NENA is a networking source and promotes research, planning, and training.
Network Reliability and Interoperability Council (NRIC)	A private/public sector advisory council representing industry, public safety and government organizations.

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Next Generation 911 (NG-911)	The designation for an advanced 911 emergency communications system or service that provides a communications service subscriber with 911 service and, in addition, directs 911 emergency requests for assistance to appropriate public safety answering points based on the geographical location from which the request originated, or as otherwise provided in the State E911 Plan under section 365.171, Florida Statutes, and that automatically provides emergency data information including number identification and location identification features through managed 911 IP-based services and networks.
Phase I	See Wireless Phase I
Phase II	See Wireless Phase II
Private Branch Exchange (PBX)	A private telephone switch that is connected to the Public Switched Telephone Network.
Public Safety Agency	A functional division of a public agency which provides firefighting, law enforcement, medical or other emergency services.
Public Safety Answering Point (PSAP)	The public safety agency that receives incoming 911 calls and dispatches appropriate public safety agencies to respond to the calls.
Public Switched Telephone Network (PSTN)	The telephone network that provides switching and transmission facilities to the general public.
Rural County	Any Florida county that has a population of fewer than 75,000.
Rural County Grant Program	A grant program for 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 reimbursable loans and grants by the office to rural counties for upgrading 911 systems.
Selective Routers	A switch that provides the tandem routing of 911 calls. It controls delivery of the voice call with ANI to the PSAP and provides Selective Routing, Speed Calling, Selective Transfer, Fixed Transfer, and certain maintenance functions for each PSAP. Also known as 911 Selective Routing Tandem or Selective Router.
Tariff	A statement by a communications company that sets forth the services offered by that company, and established customer rates, terms, and conditions under which regulated services are provided and states general obligations of the company and customer. Tariffs are subject to review by the FPSC and must be followed by the common carrier to ensure nondiscrimination between customers.
Telematics	The system of components that supports two-way communications with a motor vehicle for the collection or transmission of information and commands.
Tier I Wireless Service Providers	Nationwide wireless carriers such as Sprint-Nextel, Verizon Wireless, Cingular, and T-Mobile
Tier II Wireless Service Providers	Non-nationwide wireless carriers
Voice over Internet Protocol (VoIP)	VoIP Voice over Internet Protocol. The technology used to transmit voice conversations over a data network using the Internet Protocol.
Voice Communications Services	Two-way voice service, through the use of any technology, which actually provides access to E911 services, and includes communications services, as defined in section 202.11, Florida Statutes, 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.
WiFi	Wireless Fidelity – A wireless high-speed wireless local area network. A term developed by the Wi-Fi Alliance to describe wireless local area network (WLAN) products that are based on the Institute of Electrical and Electronics Engineers' (IEEE) 802.11 standards.
WiMAX	Worldwide Interoperability for Microwave Access. A group of broadband wireless standards for metropolitan area networks. Refers to the Institute of Electrical and Electronics Engineers' (IEEE) 802.16 standard to provide a wireless coverage.
Wireless	Means any Commercial Mobile Radio Service (CMRS) that falls under the FCC's Docket 94-102 requirement for wireless enhanced 911 services.

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Wireless Phase I	Required by the FCC, licensees subject to the E911 rules must provide to the designated PSAP the telephone number of the originator of the 911 call and the location of the cell site or base station receiving the call from any mobile handset accessing their systems. This requirement applies only if certain conditions are met: that the PSAP has requested the service; is capable of receiving and utilizing the data; and has a cost recovery mechanism.
Wireless Phase II	Required by the FCC, licensees subject to the E911 rules must provide to the PSAP the location of all 911 calls by longitude and latitude in conformance with specified accuracy requirements. This requirement applies only if certain conditions are met: that the PSAP has requested the service; is capable of receiving and utilizing the data; and has a cost recovery mechanism.
Wireline	Technology used by a company to provide telecommunications services; it is synonymous with "landline" or land-based technology, which refers to standard telephone and data communications systems that use in-ground and telephone pole cables in contrast.
Wireless Service Provider (WSP)	A person or entity that provides service and is subject to the requirements of the FCC order; or elects to provide wireless 911 services or E911 service in this state. Cellular mobile radio-based service commercial entity.