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February 28, 2024

The Honorable Ron DeSantis, Governor  
PL05 The Capitol  
400 S. Monroe St.  
Tallahassee, Florida 32399-0001

The Honorable Kathleen Passidomo, President  
Florida Senate  
Suite 409 Capitol  
404 S. Monroe St.  
Tallahassee, Florida 32399-1100

The Honorable Paul Renner, Speaker  
Florida House of Representatives  
Suite 420 Capitol  
402 S. Monroe St.  
Tallahassee, Florida 32399-1300

Dear Governor DeSantis, President Passidomo, and Speaker Renner:

With unanimous support, the State of Florida Emergency Communications Board respectfully submits its 2023 Annual Report.

In accordance with section 365.172, Florida Statutes, the Emergency Communications Board (Board) was established to administer the 911 fees on behalf of the State of Florida, to provide coordination, support, and technical assistance to counties to promote the deployment of 911 systems in the state. The Board's primary goal and mission is to support the development, coordination, and integration of an evolved, fully functional, and seamless Next Generation 911 (NG-911) system that is accessible anytime, anywhere, and from any device to realize the full potential for emergency response capabilities in Florida.

Some of the Board accomplishments from 2022-2023 include:

- Established a special disbursement program for large and medium counties to address the increasing cost of maintaining complex 911 systems.
- Continued to revise the grant program to assist counties implementing NG-911 systems. These revisions intend to increase regional collaboration and GIS data sharing and to create interoperable county 911 systems for a cohesive statewide NG-911 system.
- Adjusted the fee allocation to provide additional financial assistance to the counties transitioning to NG-911.
- Began the review of the Rural County Grant program to reduce the administrative burden on rural counties.

The following items highlight financial activities from fiscal year (FY) 2022-2023:

- The Board approved approximately \$129.7 million in disbursements, which included approximately \$128.4 million to counties to help support 911 systems. The remaining funding went to service providers for cost reimbursement and Board administration.
- The 911 fee monthly disbursements and grants to counties totaled \$124.7 million, with total 911 expenditures of almost \$378 million.
- The final wireless cost recovery invoices were submitted to the Board to support the wireless service providers requesting reimbursement for the installation and maintenance of legacy Phase 1 and Phase 2 wireless location technology.

The development of a NG-911 system throughout the state is critical for the safety of Floridians and visitors. The Board’s vision statement encapsulates its goals and objectives, as follows, for the ongoing development of NG-911:

“Promote and support the development, coordination, and integration for an evolved, fully functional, seamless “Next Generation 911” system that is accessible anytime, anywhere, from any device in order to realize the full potential for 911 to provide emergency services, enable interoperability between systems, protect human life, preserve property, and maintain public safety for the residents, visitors, and first responders in the State of Florida.”

As the State of Florida moves into the next generation of emergency services, it is crucial for all stakeholders to remain focused on providing the best services to Florida’s citizens and visitors. These stakeholders include policymakers and dedicated professionals operating the individual 911 Public Safety Answering Points (PSAPs) throughout the state. Continued support is essential to maintaining and continuing the operations and enhancements of the county operated 911 systems in the State of Florida.

The Board would like to acknowledge the services and commitment of Chesley Dillion, Daniel Carroll, Karen Dearden and Jason Shimko for their time of service on the board.

In providing our signatures, the Board reaffirms its dedication to improving 911 systems for Florida residents and visitors.

Sincerely,

DocuSigned by:  
*Denise Adkins*  
9B75A3594DF04D4...

Denise Adkins  
DocuSigned by:  
*Keith Godwin*  
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A. Keith Godwin

DocuSigned by:  
*Laurene Anderson*  
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Laurene Anderson  
DocuSigned by:  
*Christine Cooper*  
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Christine Cooper

State of Florida  
**Emergency  
Communications  
Board**

February 28, 2024



**EMERGENCY COMMUNICATIONS  
BOARD**  
FLORIDA 911

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## Introduction

The Florida Emergency Communications Board (Board) provides this annual report in accordance with section 365.172(6)(c), Florida Statutes (F.S.). This report reflects the quarterly and annual receipts and expenditures of the Emergency Communications Trust Fund (Fund) and includes the following components:

- The availability, evolution, and status of 911 service in Florida.
- Future concerns and direction related to providing 911 services.
- Analysis of revenues Florida received for wireless, prepaid wireless and nonwireless 911 fees and expenditures including the following:
  - Costs for counties to operate and maintain their 911 systems.
  - Service provider costs.
  - Board administration costs.
  - Rural county and statewide grant programs.

By February 28, 2024, the Board is required to provide this annual report to the Executive Office of the Governor, President of the Senate, and Speaker of the House of Representatives. The Board will simultaneously post the report on the Board website for review by members of the Senate and House of Representatives and all interested stakeholders in the State of Florida.<sup>1</sup>

## Executive Summary

This year, the Board continued its focus of transitioning Enhanced 911 (E911) services to Next Generation (NG-911) services in the state of Florida. As a critical revenue source essential to sustaining 911 operations in the state, the Board continually monitors revenue disbursements to counties.

In addition to the monthly fee disbursement to counties, the Board continues to provide funding for grants, training, coordination, and technical support.

Actions taken by the Board in Fiscal Year (FY) 2022-2023 include:

- Provided two state grant cycles for Florida counties.
- Established the Call Handling System (CHS) maintenance program to assist large and medium counties with the increased cost of maintaining 911 systems.

In FY 2022-2023, the fee revenue, grants, supplementary, and special trust fund disbursements comprised a significant portion of allowable 911 fee expenditures by the counties.

## Findings – Current 911 Status

- All Florida counties maintained E911 nonwireless and E911 wireless Phase I and II systems.
- Nineteen counties implemented NG-911 systems.
- There are almost 200 primary and secondary public safety answering points (PSAPs) in the State of Florida.
- These PSAPs received more than 15,625,371 911 calls last year that were handled by approximately 5,500 public safety telecommunicators.
- Text-to-911 has been implemented in 64 counties.

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<sup>1</sup> [Emergency Communications Board / Public Safety Communications / Telecommunications / Business Operations - Florida Department of Management Services \(myflorida.com\)](#)

## **Financial Highlights – 2022-2023 FY**

- The Board's fee collections, investment interest, and miscellaneous income totaled \$131,619,929.
- As authorized in section 365.173(2), F.S., the Board approved disbursements to service providers and counties to support 911 operations. Specifics of these approved disbursements are as follows:
  - State and rural grants, disbursements supporting Text-to-911, and training reimbursements to the counties: \$7,002,542.
  - Cost recovery reimbursements to the wireless service providers: \$9,605.
  - CHS maintenance disbursements for large and medium counties: \$1,634,143. The Rural County Grant program continues to support rural counties with system maintenance.

## **Strategic Priorities**

The Board's Text-to-911 initiative is an ongoing priority. The Board approved \$366,140 in special disbursements to help counties implement and maintain Text-to-911 services.

The Board is reviewing the best course of action to develop NG-911 systems statewide and recommends the following key strategic initiatives:

- NG-911 Call Routing on a statewide basis
- NG-911 Geographic Information System (Statewide 911 Mapping System)
- Hosted Public Safety Answering Point NG-911 Call Handling Systems
- NG-911 Education and Web Training
- NG-911 Management Information System (MIS)
- 911 Pre-arrival Instructions
- Language Translation Services
- Cybersecurity
- Public Safety Telecommunicators Mental Health and Wellness

This annual report is based on both the state and county 2022-2023 FYs. For the state FY, the 911 fee revenues and disbursements are detailed on a modified accrual basis of accounting. The report continues the use of county FY financial and statistical information and provides county revenue and expenditures for FY 2022-2023.

The accomplishments this year to enhance Florida's 911 service are a testament to the ongoing cooperation, led by the Board, between all public safety stakeholders, including the wireless industry, the non-wireless industry, the retail association, and vendors.

The Board looks forward to working with the stakeholders to position Florida to become a national leader in 911 services.

## **Emergency Communications Board, Fee, and Program**

Established by the Florida Legislature in 2007, the Board is composed of nine members. The Secretary of the Department of Management Services (DMS) designates the chair of the board. The Governor appoints four county 911 coordinator members and four members that are from the fields of law enforcement, fire and emergency medical services, public safety dispatch, and telecommunications. The Florida Sheriff Association and the Florida Police Chiefs Association and the Florida Association of Counties, with input from the county 911 coordinators, may provide recommendations to the Governor on the appointments. Representation can be found on the Board website.<sup>2</sup>

The Board monitors the collection of Florida's Emergency Communications Fee (fee) and oversees the monthly distribution of fee revenues to counties. Counties receive distributions based on prepaid

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<sup>2</sup> [Emergency Communications Board Members / Emergency Communications Board / Public Safety Communications / Telecommunications / Business Operations - Florida Department of Management Services \(myflorida.com\)](#)

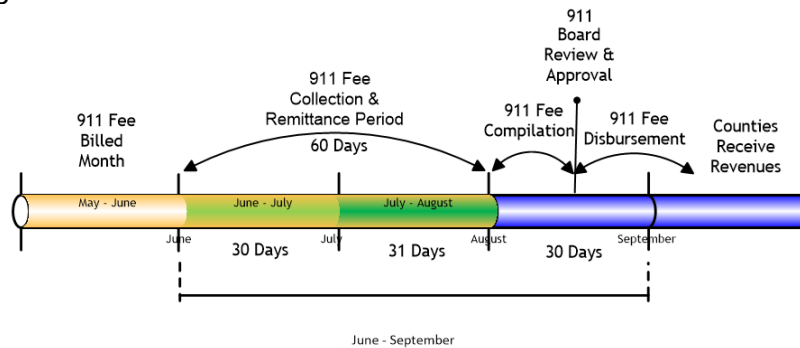
service purchased and on the number of postpaid wireless and nonwireless telephone subscribers with a billing address within their respective counties.

**FY 2022-2023 Fee Remittance and Collections**

The Board was established to support statewide implementation of NG-911 systems and oversee interoperable communications statewide. One of the Board’s primary functions is to administer funds generated from a monthly fee for voice communications services within the state.<sup>3</sup>

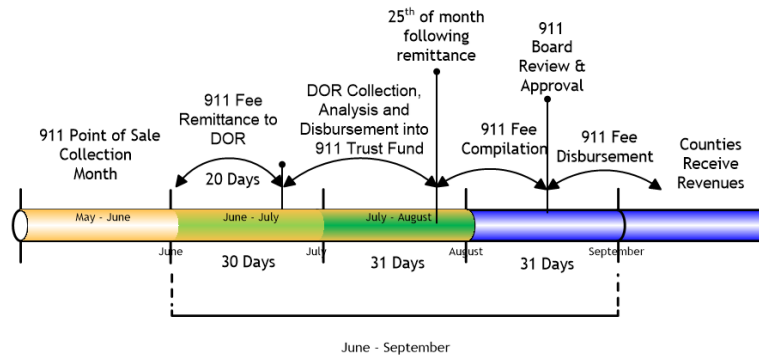
Per section 365.172(8)(e), F.S., non-wireless and wireless service providers have 60 days from the end of the billing month to remit the collected fees to the Board.

Figure 1. E911 Fee Remittance and Disbursement Time Periods



Per section 365.172(9), F.S., the Department of Revenue (DOR) collects all retail transaction fees.<sup>4</sup> Prepaid wireless sellers have 20 days from the end of the collection month to remit the collected fees to DOR. DOR transfers the funds on or before the 25th of the following month.

Figure 2. Fee Point of Sale Remittance and Disbursement Time Period



911 fees are collected in accordance with section 365.172(8), F.S., and disbursed to county governments in accordance with section 365.173, F.S. Based on allocation changes set by the Board, the current percentage allocations are displayed in Table 1.

<sup>3</sup> Services that provide access to 911 services through any technology, which includes the transmission, conveyance, or routing of voice, data, audio, video, or any other information or signals defined in section 202.11, F.S., on communications services.

<sup>4</sup> Ibid



Table 1. Breakdown of Fee Revenue Allocation Percentages

<b>Non-wireless 911 Fee</b>				
<b>Based on a \$0.40 Fee Rate</b> (includes LEC & VoIP.)				
Fee Collected	County Monthly Share 96%	Rural County Grant Program 3%	Board Administration 1%	
\$0.40	\$0.3840	\$0.0120	\$0.0040	
<b>Wireless Fee</b>				
<b>Based on a \$0.40 Fee Rate</b>				
Fee Collected	County Monthly Share 95%	Rural County Grant Program 4%	Board Administration 1%	
\$0.40	\$0.3800	\$0.0160	\$0.0040	
<b>Prepaid Fee</b>				
<b>Based on a \$0.40 Fee Rate</b>				
Fee Collected	County Monthly Share 61%	Statewide Next Generation & Services Grant Program 35%	Rural County Grant Program 3%	Board Administration 1%
\$0.40	\$0.2440	\$0.1400	\$0.0120	\$0.0040

Wireless allocation effective July 1, 2023

The Board has a 911 State Grant Program for all counties and a supplemental disbursement and grant program available for rural counties. County classification based on population is defined as follows:

- Rural counties: up to 75,000.
- Medium counties: more than 75,000 but less than 750,000.
- Large counties: 750,000 or more.

**Trust Fund Receipts and Disbursements**

The Fund revenues are used exclusively by counties for costs associated with maintaining E911 systems and networks, developing NG-911 systems, certified wireless provider E911 cost recovery, and Board administration. Receipts are shown in Appendix 1 of this report.

Wireless Receipts for FY 2022-2023

For FY 2022-2023, the Board received payments from the collection of the fee from 49 wireless service providers. The total revenue received and deposited by wireless service providers into the Fund during the year was \$88,721,166. This is an 8% increase from the previous FY.

Nonwireless Receipts for FY 2022-2023

For FY 2022-2023, the Board received payments from the collection of the fee from 450 non-wireless service providers. During the year, \$20,606,886 in total revenue was received and deposited into the Fund by non-wireless service providers. This is approximately a 5% decrease from the previous FY. Non-wireless receipts continued to decline, trending with the past several years.



Prepaid Wireless Receipts for FY 2022-2023

For FY 2022-2023, the Board received payments from the collection of the fee from 1,335 retail entities.<sup>5</sup> The total revenue received and deposited into the Fund by prepaid wireless service providers during the year was \$23,296,729. This is approximately a 0.4% decrease from the previous FY.

Disbursements for FY 2022-2023

The Board approved a total disbursement of \$128,396,124 from the Fund during FY 2022-2023. With the Board operation and administration cost of \$1,315,279, the total expenditures from the Fund were \$129,711,403. The following chart shows the disbursement from the Fund.

Table 2. 2022-2023 Board Disbursements



The Board revenue disbursement provides critical support for county 911 operations. The specific disbursements are listed as the following:

- Monthly revenue disbursements to counties — \$118,122,074
- 911 state grants — \$4,949,819
- Rural county grants — \$1,599,783
- Rural county supplements — \$1,627,761
- Special disbursement for training — \$86,800
- Text-to-911 reimbursements — \$366,140
- Service provider reimbursements — \$9,605
- Board operation and administration — \$1,315,279
- CHS maintenance — \$1,634,143

Table 3 summarizes the Fund balance.

<sup>5</sup> Services that provide access to 911 services through any technology, which includes the transmission, conveyance, or routing of voice, data, audio, video, or any other information or signals defined in section 202.11, F.S., on communications services.

Table 3. Trust Fund Assets and Balance

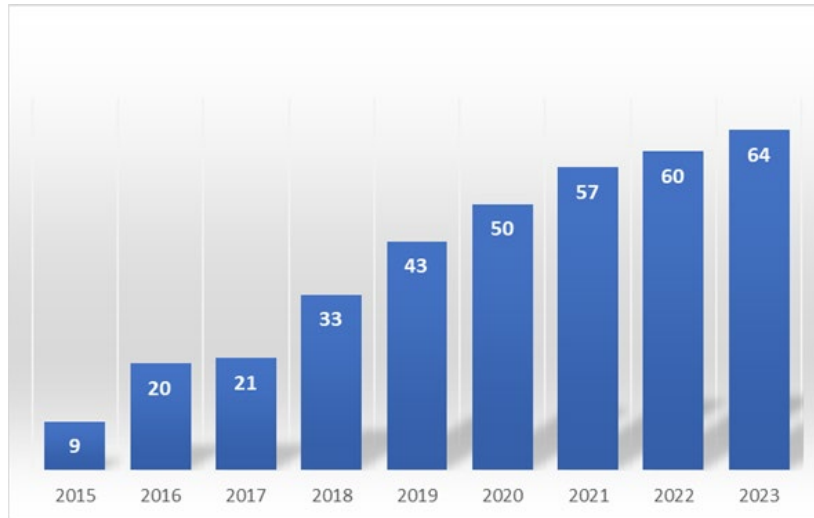
<b>Emergency Communications Trust Fund Balance</b>	
Beginning Balance – July 1, 2022	\$ 83,641,717
E911 Fee Receipts (net)	\$132,624,781
Interest Earned	\$ 1,858,674
Refunds or other Income	\$ 826
Disbursements	\$ (129,711,403)
<b>Fund Balance on June 30, 2023</b>	<b>\$ 88,414,594</b>
Committed to Providers	\$ 18,618,381
Committed for Assistance to Rural Counties	\$ 4,582,317
Committed to Counties	\$ 5,009,782
Statewide Prepaid Grants	\$ 6,043,929
Board Administration	\$ 1,592,892
Designated for E911 State Reimbursement Grants	\$ 6,745,423
Designated for E911 State Prepaid Reimbursement Grants	\$ 43,473,964
Designated for Rural County Reimbursement Grants	\$ 2,347,906
<b>Fund Balance – June 30, 2023</b>	<b>\$ 88,414,594</b>

## Status of Text-to-911-Services

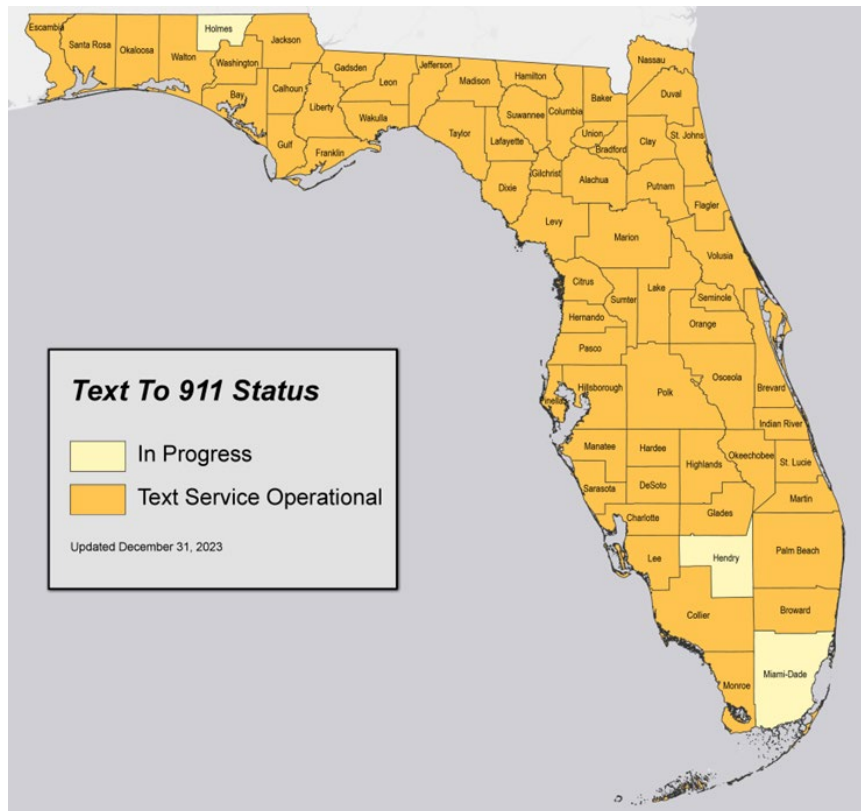
Text-to-911 uses Short Message Service (SMS) to enable citizens who cannot hear or speak to use 911 services. SMS Text-to-911 was intended to be the eventual replacement of teletypewriters for the hearing and/or speech impaired. Text-to-911 implements technology familiar to citizens, not requiring specialized equipment or a subscription to relay services. In 2019, legislation was passed requiring Florida counties to develop an implementation plan for Text-to-911 by January 1, 2022.

Through December 2023, 64 of the 67 counties in Florida offer SMS Text-to-911 service. The DMS Division of Telecommunications is monitoring the progress of counties that have not yet completed the implementation. Table 4 shows the progress of counties implementing Text-to-911 service from 2015 through 2023.

Table 4. Progress of Text-to-911 Implementation



Counties decide how to implement Text-to-911 based on several factors, including existing equipment capabilities. PSAP managers develop operational policies and procedures for public safety telecommunicators handling text messages. The Board has supported Text-to-911 implementation and on-going services as requested by the counties on an annual basis. The following map shows the status of Text-to-911 deployment in the state as of December 31, 2023.



## Status of Statewide E911 to NG-911

Florida counties continue to make slow but steady progress in the transition from legacy E911 to NG-911. NG-911 consists of an IP-based system comprised of hardware, software, data, and operational policies and procedures to process emergency calls. NG-911 supports the processing of all types of emergency calls along with voice, data, and multimedia. It also supports the processing of additional data provided with a call, location-based routing, and interoperability among systems. The transition to NG-911 is critical for keeping pace with technological advancements in devices used to access 911 systems. Currently, only a small percentage of counties have begun the transition and an even smaller percentage have successfully transitioned to NG-911 systems and services. For a variety of reasons, most counties continue to maintain their current E911 systems.

Monthly fee revenue disbursements to the counties support routine service and maintenance costs of E911 equipment and networks, but the disbursements often fall short of upgrading systems and implementing advanced NG-911 technologies, requiring additional financial assistance. The increased cost and sustainability of these new technologies are among the top concerns for counties, along with the ability of the Board to provide adequate long-term funding.

NG-911 requires totally replacing the legacy 911 systems with a system of IP networks and core services. Counties throughout the state have been taking a regional approach to NG-911 implementation, which offers longer-term grant program assistance. Some of the more financially-capable counties in the state started the NG-911 transition without grant or supplemental funding sources and are now joining regional solutions that offer ongoing support after implementation. The Board and DMS are encouraging counties to enter regional solutions and have been working closely with the counties on how to best achieve NG-911 through regionalization. Regionalization can provide cost savings and greater flexibility by using hosted and/or shared equipment. Potential challenges to regional solutions include procurement and agreed-upon jurisdictional control across boundaries.

A critical component to the transition of NG-911 is GIS data readiness, required for 911 geospatial call routing in the NG-911 environment. According to the NENA GIS Data Model Standard, data must have a 98% minimum accuracy rate to allow for geospatial 911 call routing. County 911 authorities have been taking a proactive approach by becoming more informed on the GIS data requirements in NG-911 and taking action to improve their GIS data in line with most recent NG-911 GIS data model. Grant funding has been an integral part of the actions taken to improve and maintain GIS data required for NG-911.

As Florida transitions to NG-911 technology, it creates security challenges that need to be addressed before, during, and after implementation. With the passing of HB 7055 on July 1, 2022, the Florida Legislature recognized the need to prevent, detect, and respond to cyber-related incidents and to protect communities. The Board added cybersecurity as a strategic initiative and awarded \$92,000 in grant funding to two counties in 2023. The Board expects more counties to apply for grants related to cybersecurity in FY 2023-2024.

NG-911 comprises of a multi-year transition and progression of county 911 systems. The Board's primary focus is achieving NG-911 statewide. In FY 2022-2023, the Board awarded \$24.8 million in grant funding to counties for NG-911 system implementation and services. Additionally, in July of 2023, the Florida Legislature amended section 365.177, Florida Statutes, which directed DMS to develop a plan, by December 30, 2023, for upgrading all 911 PSAPs statewide to enable emergency calls to be transferred from one local, multijurisdictional, or regional 911 system to another in the state by December 30, 2033. Such transfer should include voice, text message, image, video, caller identification information, location information, and additional standards-based 911 call information. The plan will guide counties and will identify local government needs to the Board.

## Long Term Strategic Initiatives

The Board's priority is to sustain the state's current level of 911 service while promoting implementation of emerging NG-911 technologies, the migration to an IP delivery system for 911 services and Text-to-911 on a statewide basis. The board's technical and system implementation, training, and operational strategic initiatives for NG-911 have remained the same and are detailed in Appendix 4. The components include the following:

- **NG-911 Call Routing** to provide unified 911 call delivery and transfer ability from all providers and PSAPs for the delivery of emergency response information to the appropriate PSAP to enable rapid public safety response.
- **NG-911 Geographic Information System (Statewide Mapping Data)** for sharing and combining geographic information (mapping data) to provide accurate 911 call location determination, call routing, and transfer ability for surrounding jurisdictions.
- **Hosted PSAP NG-911 Call Handling Systems** to provide redundant and diverse hosted NG-911 services and connectivity for county PSAPs. This component supports cost sharing, leveraging software and hardware upgrades, and technical services.
- **NG-911 Education and Web Training** to inform citizens and visitors of the abilities and limitations of Florida 911 systems, and to support public safety agency e-training for 911 terminology, standards, operations, and call-taking functions.
- **NG-911 MIS** to provide critical information on 911 calls and routing to identify needs for system changes and additional positions, equipment, and personnel.
- **Cybersecurity** is needed to transition from relatively closed, legacy 911 networks to an internet-based NG-911 network.
- **Public Safety Telecommunicator (PST) Mental Health and Wellness** to provide training, peer counseling, and guidance for the PSTs to ensure their health and well-being. PSTs serve a critical role in public safety communications and providing ways to handle stress associated with the 911 environment will improve staff retention.

In support of these initiatives, the Board awarded \$24,870,057 towards NG-911 equipment and services through its Rural County Grant and State Grant programs in FY 2022-2023.

The major component of a statewide NG-911 system is an ESInet with NG-911 call routing available statewide. Work on this initiative began with the design and technical specifications for statewide NG-911 routing, developed with grant funds awarded in 2009 through the ENHANCED 911 Act of 2004.<sup>6</sup> These technical specifications provide a blueprint for statewide NG-911 routing using a statewide IP network. The Board will consider its NG-911 Strategic Plan and the DMS Florida NG-911 Study to determine how the Strategic Initiatives are implemented.<sup>7</sup>

In 2023, the Board focused primarily on the five strategic initiatives related to NG-911 call routing and will continue to prioritize those five until NG-911 is achieved statewide.

911 Pre-Arrival Instructions and Language Translations are important to the Board. New technologies are being introduced into the 911 space that allow for transcription of a 911 voice call, non-English language translation, and translation to Text-to-911 services. These services are not yet widely used in the state; however, DMS will begin monitoring the counties' adoption of these new technologies in 2024. Additionally, the Board will evaluate these strategic initiatives, with a focus on cybersecurity, which is a major component of NG-911.

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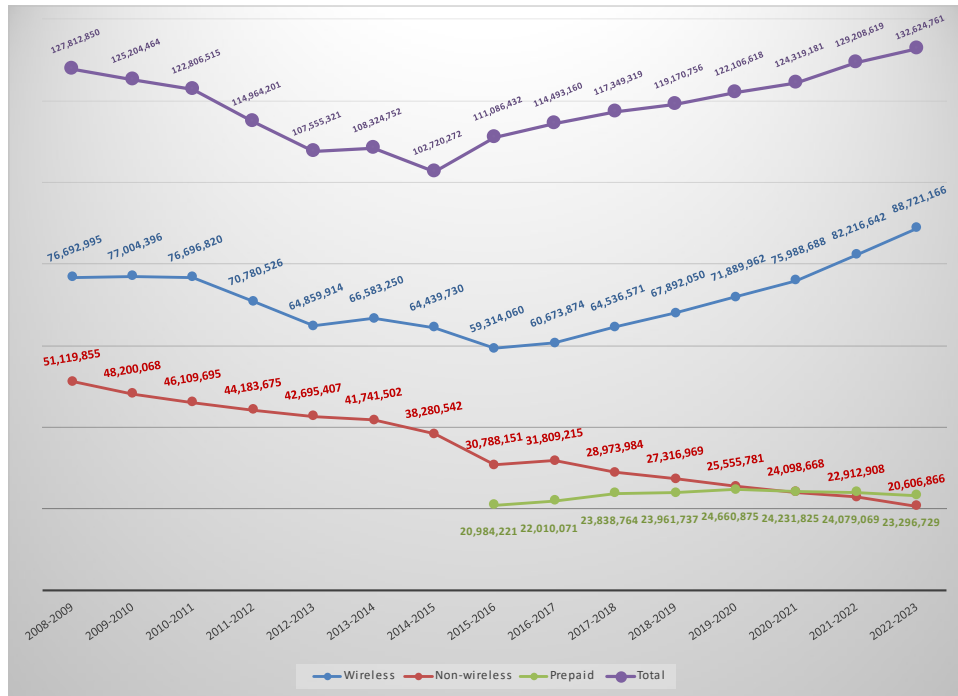
<sup>6</sup> E911 Act Grant Program, Florida NG-911 Routing services Technical Specifications

<sup>7</sup> [Florida DMS NG-911 Strategic](#) and [DMS NG-911 Study](#)

## Total 911 Revenues

Total revenue increased by approximately 2.6% in FY 2022-2023.<sup>8</sup> The composite graph represented by Table 5 provides the individual services and the compiled total revenue for all sources.

Table 5. Total 911 Fee Revenue



Source: Based on Board data<sup>9</sup>

## Wireless Revenues Analysis

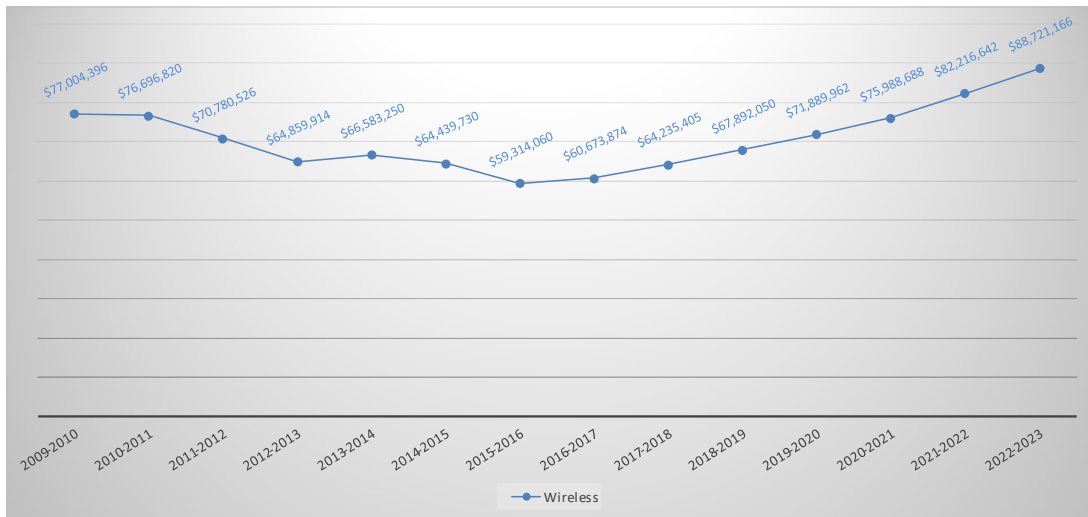
The wireless revenue increased by almost 8% in FY 2022-2023.<sup>10</sup> The following graph shows historical wireless fee revenue trends by year, including the impact of the exemption on prepaid wireless fee remittance in 2012.

<sup>8</sup> Based on the Board accountant report FY 2021-2022 and FY 2022-2023 Appendix 1.

<sup>9</sup> Historical revenues from the FYs 2008-2009 through the FY 2022-2023, based on the Board accountant monthly compiled statements.

<sup>10</sup> Based on the Board accountant report FY 2021-2022 and FY 2022-2023 Appendix 1.

Table 6. Wireless Revenue Analysis

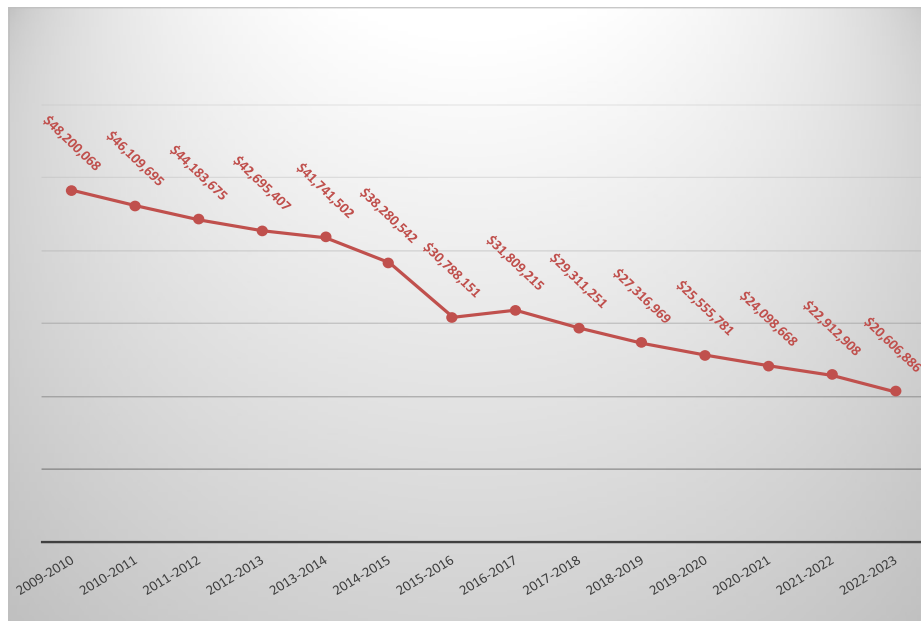


Source: Based on Board data<sup>11</sup>

**Nonwireless Revenues**

Non-wireless revenues collections include fees collated from 911 Local Exchange Carrier (LEC) and VoIP revenues. Trending since 2007 are decreasing total non-wireless revenues despite increasing VoIP fee revenue. Data collected for FY 2022-2023 shows the continued decline in nonwireless revenue for LECs. Table 7 shows the revenue collection for both non-wireless services (LEC and VoIP). Total non-wireless revenues decreased by almost 10% in FY 2022-2023.<sup>12</sup>

Table 7. Nonwireless Revenues



Source: Based on Board data

<sup>11</sup>Historical revenues from state FYs 2008-2009 through 2022-2023 based on the Board accountant monthly financial statements.

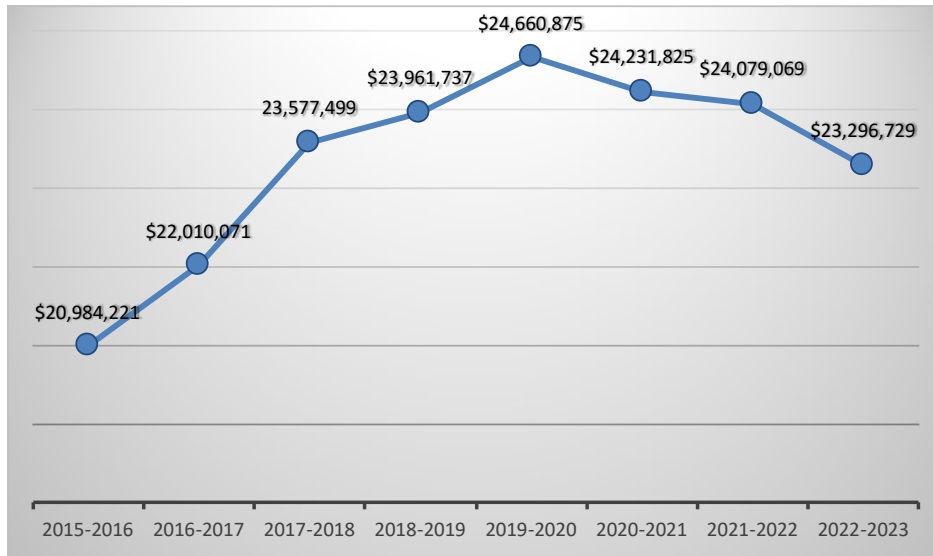
<sup>12</sup>Based on the Board accountant report FY 2021-2022 and 2022-2023 Appendix 1.



**Prepaid Wireless Revenues**

The collection of 911 fees from prepaid wireless services began in March 2015. Funds are collected by Department of Revenue (DOR) and deposited into the Fund each month. Table 8 shows prepaid fees from June 2015 to June 2023. Fees for prepaid wireless services peaked in FY 2019-2020. A slight decrease in revenue has trended over the past three years. Prepaid wireless revenue decreased approximately 3.75% for FY 2022-2023.<sup>13</sup>

Table 8. Prepaid Wireless Revenues



Source: Based on Board data

**County Projection Analysis**

Detailed findings summarized from county questionnaire responses are totaled in a spreadsheet in Appendix 2. The analysis of the data indicates, on average, wireless, non-wireless and prepaid wireless fees, grants, and other supplements counties received cover half of their actual costs.

Fee revenue, special disbursements and grants funded 34% of total county expense.<sup>14</sup> This comprises 31% from fee revenue disbursements and 3% from Board assistance programs. The costs provided by the counties represent their actual expenditures in the fiscal year.

The Board adjusted the percentage of wireless revenues disbursed to the counties in 2019. This Board action, originally slated to end in 2022, increased monthly revenues of almost all the counties to greater than those generated in 2014. However, with the decrease in reimbursement requests from wireless service providers, the Board was able to adjust the allocation in 2021 to provide additional wireless revenues to the counties. The 2023 legislative session codified rules implemented by the Board.

The Board’s Rural County Financial Assistance Program consists of the following two parts:

- The Rural County Grant Program funds capital equipment purchases, upgrades, and maintenance and continues to be a vital funding source for upgrading and maintaining E911 systems in the rural counties.
- The Board’s Supplemental Disbursement Program assists rural county funding of access line, trunking costs, and other associated 911 expenses. This program assures that all counties receive

<sup>13</sup>Based on the Board accountant report FY 2021-2022 and 2022-2023 Appendix 1.

<sup>14</sup>Based on actual county data - See Appendix 2 (Percent 911 Fee & Board Assistance of Total Expense).

a minimum amount of funding from wireless revenues each month to pay for equipment and other 911 expenditures as authorized by Florida Statutes. These supplemental disbursements totaled \$1,740,719 in FY 2022-2023. The Board voted to increase this amount to \$10,500 per month to rural counties. This action took effect in FY 2021-2022.

The Board continues to monitor the fiscal needs and programs of rural counties and will recommend changes to their programs to ensure the resources needed to maintain their 911 system and fund new equipment for NG-911 services.

The 911 State Grant Program, while primarily developed for medium and large counties, now funds rural county equipment not funded through the Rural County Grant Program. In the 2022-2023 county FY, the Board initiated two State Grant cycles and awarded \$24,741,934 to counties.

**Total Cost (Expenditure) and Fee (Revenue) Analysis**

LEC 911 trunking and database costs are based on schedules and tariffs and billed directly to the counties. 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) at the discretion of the counties. The costs for the 911 trunking circuits and the IP circuits are incorporated in county budgets and are typically funded from allocated county fee revenue. As counties migrate to NG-911 services, costs to counties delivering advanced networking capabilities are expected to increase.

Table 9 summarizes the actual revenues received by Florida counties for wireless and non-wireless 911 fees, and costs for counties to operate and maintain their 911 systems. It includes a forecast of these expenditures and revenues based on the systems currently available.<sup>15</sup>

Table 9. Total Cost (Expenditure) and Fee (Revenue) Analysis

State of Florida 911 Expenditures								
Fiscal Year	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024	2024-2025
County 911 Expenditures	\$ 219,877,818	\$ 221,540,357	\$ 242,955,642	\$ 265,882,280	\$ 262,089,974	\$ 379,150,714	\$ 398,108,250	\$ 418,013,662
Wireless Service Providers	\$ 1,810,074	\$ 3,895,271	\$ 2,618,013	\$ 1,142,982	\$ 616,750	\$ 9,605	\$ -	\$ -
Administration Costs	\$ 833,033	\$ 2,004,781	\$ 1,615,861	\$ 2,001,645	\$ 2,022,641	\$ 1,315,279	\$ 1,300,000	\$ 1,300,000
Total 911 Expenditures	\$ 222,520,925	\$ 227,440,409	\$ 247,189,516	\$ 269,026,907	\$ 264,729,365	\$ 380,475,598	\$ 399,408,250	\$ 419,313,662
State of Florida 911 Fee Revenue								
Fiscal Year	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024	2024-2025
Wireless Fee	\$ 64,235,407	\$ 67,892,050	\$ 71,889,962	\$ 75,988,688	\$ 82,216,642	\$ 88,721,166	\$ 96,913,386	\$105,084,069
Nonwireless Fee	\$ 29,311,251	\$ 27,316,969	\$ 25,555,781	\$ 24,098,668	\$ 22,912,908	\$ 20,606,886	\$ 17,813,127	\$15,777,506
Prepaid Wireless Fee	\$ 23,577,499	\$ 23,961,737	\$ 24,690,875	\$ 24,231,825	\$ 24,079,069	\$ 23,296,729	\$ 22,578,651	\$21,942,623
Total Fees	\$ 117,124,157	\$ 119,170,756	\$ 122,136,618	\$ 124,319,181	\$ 129,208,619	\$ 132,624,781	\$ 137,305,164	\$ 142,804,198

Expenditure/Revenue Variance

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

This projected forecast is based on an 8.2% increase in wireless revenues and a 0.64% decrease in prepaid wireless revenues. It is projected that there will be a 5.29% decrease in the non-wireless fee revenue. Total 911 expenditures reported by counties decreased by 1% over the previous FY. County expenditures are based on the 65 counties that responded to the request for information from the Board.

<sup>15</sup>Forecasted projection based on historical trends of Board and county 911 cost data.

**Board Administration of Fee Rate and Percentage Allocation**

Currently, 95% of the wireless revenues are allocated to the counties. This allocation change was enacted by legislation during the 2023 Legislative Session. The Board is authorized by statute to modify the allocation percentage to support counties in the implementation of NG-911 in Florida.

The Board recommends continued use of the funds to offset county expenses and/or to be held in trust until the funds can be used for statewide NG-911 systems and services. The Board believes it is essential that the Trust Fund be reserved only for 911 systems and services.

**Trust Fund Balance Analysis**

The Board’s estimate of the future available funding, the funds necessary to maintain 911 service and the implementation of NG-911 services in Florida for the next two FYs.

Table 10. Trust Fund Balance Analysis

<b>Anticipated Funds *</b>		
	<b>2023-24</b>	<b>2024-25</b>
Fund Balance	\$88,414,594	\$77,389,758
Receipts Wireless	\$96,913,386	\$105,084,069
Receipts Non-Wireless	\$17,813,127	\$15,777,506
Receipts Prepaid Wireless	\$22,578,651	\$21,942,623
Interest Earnings	\$2,800,000	\$2,800,000
<b>Subtotal</b>	<b>\$228,519,758</b>	<b>\$222,993,956</b>
<b>Anticipated Disbursements *</b>		
Wireless Fee Revenue to Counties	\$92,000,000	\$99,830,000
Non-Wireless Fee Revenue to the Counties	\$17,000,000	\$15,100,000
Prepaid Wireless Fee Revenue to Counties	\$13,770,000	\$13,300,000
Rural County Grant	\$2,500,000	\$2,000,000
RC Supplement	\$1,700,000	\$1,800,000
Board Operations/Administration	\$1,300,000	\$1,300,000
CHS Maintenance Special Disbursement	\$3,500,000	\$3,500,000
Text-to-911 Special Disbursement	\$360,000	\$360,000
Interest Disbursement	\$4,000,000	\$3,000,000
State Grant Disbursement	\$15,000,000	\$15,000,000
<b>Subtotal</b>	<b>\$151,130,000</b>	<b>\$155,190,000</b>
<b>Total Trust Fund Balance</b>	<b>\$77,389,758</b>	<b>\$67,803,956</b>

\*These figures are based on projected disbursements and are contingent on legislative budget authority.

Note that this is a projection and does not reflect the current available balance within the Fund. Based on the FY modified accrual basis, the balance in the Fund as of June 30, 2023, was \$88,414,594. This amount includes \$52,567,293 in designated funding for grants already awarded and awaiting cost reimbursement.

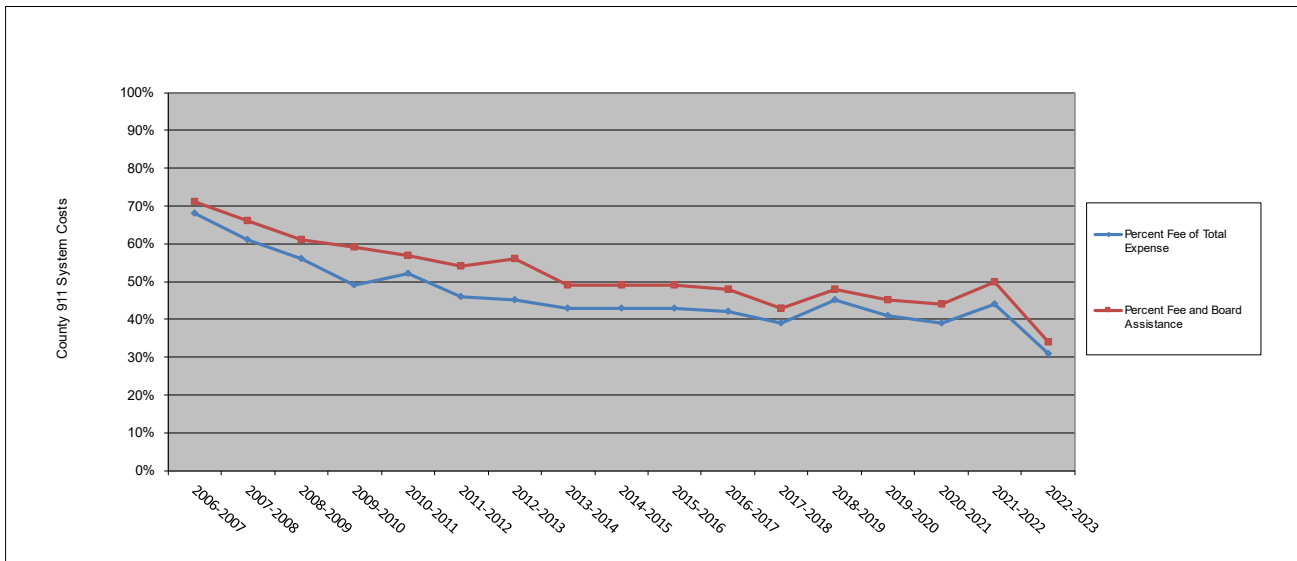
## Conclusions

Florida counties are making progress incorporating NG-911 technologies into the 911 call centers statewide.

The Board is faced with the responsibility of helping counties implement much-needed technologies adapted to the evolving ways people communicate. The 911 fee rate remains lower than the fee rates of many other states.<sup>16</sup> The average monthly fee rate in the southeastern states is \$1.33, which is over three times that of Florida. The Board must manage the Fund to support the rising cost of 911 systems in counties, along with the expected increase in the cost to transition to NG-911 systems.

Historically, 911 fee revenue collected statewide covers a portion of 911 costs in the counties. In the 2022-2023 county FY, the total monthly 911 fee revenue to the counties was \$118,122,074, and total 911 expenditures between county and state funding were approximately \$379,150,714.

Table 11. E911 Allowable Fee Expenditure Coverage of County Costs



The deployment of NG-911 geographically throughout the state should be addressed at the Board and legislative levels, with coordination at the county level, assisted by DMS. NG-911 is critical to respond to emergency requests from all citizens with new communication devices and services. Investment in statewide systems has been prioritized through strategic initiatives to achieve the Board’s core vision as follows:

“Promote and support the development, coordination, and integration for an evolved, fully-functional, seamless “Next Generation 911” system that is accessible anytime, anywhere, from any device in order to realize the full potential for 911 to provide emergency services, enable interoperability between systems, protect human life, preserve property, and maintain public safety for the residents, visitors, and first responders in the State of Florida.”

<sup>16</sup>[NENA 911 Wireless fees by States](#), courtesy of the National Emergency Number Association (NENA).

## **Financial Report**

The E911 Trust Fund Financial Report is included in Appendix 1.

## **Appendices**

Appendix 1: Emergency Communications Number E911 System Fund Financial Report

Appendix 2: Fiscal Data from Fiscal Year 2022-2023 County Survey Summary

Appendix 3: Historical Data, Calculations and Projections

Appendix 4: Emergency Communications Board Long Term Strategic Initiatives 2023

Appendix 5: NENA National NG-911 Implementation Status

Appendix 6: Glossary

Appendix 7: County Data

# Appendix 1

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



**Financial Statements  
June 30, 2023**

**State of Florida**  
**Department of Management Services**  
**Emergency Communications Number E911 System Fund**  
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**June 30, 2023**

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**State of Florida**  
**Department of Management Services**  
**Emergency Communications Number E911 System Fund**  
**Balance Sheet**  
**June 30, 2023**

**Assets**

Deposits with State Treasury	\$ 6,863,067
Fees receivable	8,732,188
Due from other departments - prepaid revenue	1,724,167
Investment income receivable	0
Investment with State Treasury	102,966,164
Total Assets	\$ 120,285,586

**Liabilities**

Accounts payable	\$ 49,706
Accrued salaries and wages	24,028
Payable to counties-distributions	30,178,431
Payable to counties-grants	1,342,528
Payable to counties-unspecified	276,299
Payable to providers	
Total Liabilities	\$ 31,870,992

**Fund Balance**

Committed for:	
Providers	\$ 18,618,381
Rural counties	4,582,317
Counties	5,009,782
Statewide prepaid grants	6,043,929
Administration	1,592,893
Designated for E911 state reimbursement grants	6,745,423
Designated for E911 state prepaid reimbursement grants	43,473,964
Designated for rural county reimbursement grants	2,347,906
Total Fund Balance	\$ 88,414,594
<b>Total Liabilities and Fund Balance</b>	<b>\$120,285,586</b>

**State of Florida**  
**Department of Management Services**  
**Emergency Communications Number E911 System Fund**  
**Statement of Revenues, Expenditures, and Changes in Fund Balance**

	<b>One Month Ended June 30, 2023</b>	<b>Year-to-Date</b>
<b>Revenues</b>		
Wireless fees	\$ 7,826,104	\$ 89,616,094
Adjustments to fees	-	1,233
Provider allowance amount	(78,261)	(896,161)
Wireless fees, net	7,747,843	88,721,166
Nonwireless fees	1,667,425	20,798,902
Adjustments to fees	(70)	15,973
Provider allowance amount	(16,674)	(207,989)
Nonwireless fees, net	1,650,680	20,606,886
Prepaid fees	2,318,495	23,326,729
Administrative costs	(2,500)	(30,000)
Prepaid fees, net	2,315,995	23,296,729
Interest income	203,752	1,858,674
Other income		826
Total revenues	\$ 11,918,270	\$ 134,484,280
<b>Expenditures</b>		
Wireless fees	\$ 7,360,451	\$ 84,120,342
Nonwireless fees		
LEC	337,446	4,570,068
VoIP	1,247,207	15,220,659
Prepaid fees	1,276,209	14,011,647
Prepaid fees Unspecified	136,548	199,357
Total distributions to counties	\$ 10,357,861	\$ 118,122,074
Provider reimbursements	-	9,605
Supplemental disbursements - rural counties	128,342	1,627,761
Special disbursements - call handling system maintenance	1,634,143	1,634,143
Training disbursements - counties	-	86,800
Text-to-911 disbursements - counties	84,911	366,140
Interest disbursements - counties	-	-
Grant disbursements - rural counties	481,496	1,599,783
Grant disbursements - state designated	-	261,056
Grant disbursements - state prepaid designated	2,010,428	4,688,763
Grant disbursements - federal NG911 designated	-	-
General and administrative	214,172	1,315,279
Total expenditures	\$ 14,911,353	\$ 129,711,403
Excess of revenues over expenditures	(2,993,083)	4,772,877
Fund balance, beginning of	91,407,677	83,641,717
Fund balance, end of period	\$ 88,414,594	\$ 88,414,594

**State of Florida**  
**Department of Management Services**  
**Emergency Communications Number E911 System Fund**  
**Notes to Financial Statements**

**NOTE 1 – SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**

The E911 Fund was originally established in 1999 by the Florida Legislature as the Wireless Telephone System Fund pursuant to the "Wireless Emergency Communications Act." Chapter 365.172, Florida Statutes states the primary purpose of the E911 Fund is the establishment and implementation of a comprehensive statewide emergency telecommunications number system (the 911 System). The 911 System provides users of voice communications services within the state rapid direct access to public safety agencies by accessing the telephone number "911." The E911 Fund's name was changed to Emergency Communications Number E911 System Fund (E911 Fund), effective May 24, 2007.

In addition to establishing the E911 System, Chapter 365.172, Florida Statutes, provides for an E911 Board (the Board) to administer the collection and expenditure of fees levied on users of voice communications services to fund the E911 System. The Board provides funds for counties to pay certain costs associated with their E911 or 911 systems or to contract for E911 services. The Board also reimburses wireless telephone service providers for costs they incur to provide 911 or E911 services.

***Reporting Entity***

Financial statements of the E911 Fund are an integral part of the financial statements of the State of Florida. The E911 Fund's 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***

The financial statements of the E911 Fund have been prepared in conformity with accounting principles generally accepted in the United States of America (GAAP) as applied to governmental units. The Governmental Accounting Standards Board (GASB) is the accepted standard-setting body for establishing governmental accounting and financial reporting principles.

The E911 Fund is classified as a governmental activity and accounted for as a Special Revenue Fund. Special Revenue Funds account for special assessments and specific governmental revenues, other than major capital projects, and related expenditures, that are restricted by law or administrative action.

***Basis of Accounting***

These financial statements are prepared on the modified accrual basis of accounting. Revenues are recognized when they become measurable and available as net current assets. The E911 Fund fees and investment income are treated as susceptible to accrual. Expenditures are generally recognized under the modified accrual basis of accounting when the related fund liability is incurred.

**State of Florida**  
**Department of Management Services**  
**Emergency Communications Number E911 System Fund**  
**Notes to Financial Statements**

**NOTE 1 – SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (Continued)**

***Revenue Recognition***

E911 Fees — The E911 fees were established to provide funds to local governments to pay for the cost of installing and operating E911 systems and to reimburse wireless telephone service providers for costs incurred to provide E911 services. These fees are charged to and collected from wireless and nonwireless subscribers by providers. Additionally, prepaid wireless sellers collect fees from consumers on each retail transaction.

Wireless and nonwireless providers retain a 1% reimbursement to cover administrative costs for billing, collecting, and remitting the fees. The providers must remit fees collected within sixty days after the end of the month in which the fees were billed. Prepaid wireless sellers must remit fees collected to the Florida Department of Revenue (FDOR) by the 20th day of the month following the collection of the fees. Sellers may retain 5% of the prepaid wireless fees collected as a retailer collection allowance. The FDOR may retain up to 3.2% of the funds remitted to it to reimburse its direct costs of administering the collection and remittance of fees. All remaining fees are remitted to the E911 Fund monthly for its use. The E911 Fund recognizes these fees as revenue in the month they are reported by the telephone service providers to the FDOR.

*Investment Income* - Interest on investments is recorded as income when earned.

***Committed Fund Balance***

Committed fund balance includes amounts that can be used only for the specific purposes determined by legislation passed into law by the Florida Legislature and Governor. Commitments for the following purposes are outlined in section 365.173, Florida Statutes:

*Committed for providers* – reimbursements to wireless telephone providers for costs incurred to provide 911 or enhanced 911 services under the provisions of Florida Statutes, section 365.173.

*Committed for rural counties* – reimbursements to rural counties for E911 systems and grants for upgrading and replacing their E911 systems under the provisions of Florida Statutes, section 365.173.

*Committed for counties* – reimbursements to all counties for E911 systems and grants for upgrading and replacing their E911 systems under the provisions of Florida Statutes, section 365.173.

*Committed for statewide prepaid grants* – grants to be awarded to counties to upgrade or replace E911 systems, develop and maintain statewide 911 routing, geographic, and management information systems, and to develop and maintain Next- Generation 911 (NG-911) services and equipment under the provisions of Florida Statutes, section 365.173.

*Committed for administration* – shall be retained by the Board for managing, administering, and overseeing the receipts and disbursements of the E911 Fund and its other official activities under the provisions of Florida Statutes, section 365.173.

**State of Florida**  
**Department of Management Services**  
**Emergency Communications Number E911 System Fund**  
**Notes to Financial Statements**

**NOTE 1 – SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (Continued)**

***Use of Estimates***

The preparation of financial statements in conformity with GAAP requires management to make estimates and assumptions that affect, at the date of the financial statements, the reported amounts of assets and liabilities, the disclosure of contingent assets and liabilities, and the reported amounts of revenues and expenses during the reporting period. Accordingly, actual results could differ from those estimates.

**NOTE 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 Poor's. The current rating is AA-f. As of June 30, 2023, the effective duration of the Treasury Investment Pool was 3.02 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 included in the State of Florida Comprehensive Annual Financial Report (the CAFR). The CAFR may be obtained from Florida Department of Financial Services website at <http://www.myfloridacfo.com>.

**NOTE 3 – FEE RECEIVABLE**

Management has determined that fees receivable are fully collectible. Therefore, no allowance for doubtful accounts has been included in these financial statements.

**NOTE 4– DISTRIBUTION AND USE OF FEES**

Section 365.173, Florida Statutes sets forth the distribution and use of E911 Fund fees. Fees collected by the E911 Fund are distributed by Board action as follows:

*Distributions to counties* – October 2021 through June 30, 2023, 94.75% of the wireless fees collected shall be distributed monthly to counties based on the total number of wireless subscriber billing addresses in each county. Effective July 1, 2023, 95% of the wireless fees collected shall be distributed monthly to counties based on the total number of wireless subscriber billing addresses in each county. Ninety-six percent of the fees collected in the nonwireless category shall be distributed monthly to counties based on the total number of service identifiers in each county. Sixty-one percent of the fees collected in the prepaid wireless category shall be distributed monthly to counties based on the total amount of fees reported and paid in each county.

**State of Florida**  
**Department of Management Services**  
**Emergency Communications Number E911 System Fund**  
**Notes to Financial Statements**

*Provider reimbursements* – October 2021 through June 30, 2023, 0.25% of the wireless fees collected shall be reserved for the telephone providers for the actual certified costs incurred to provide 911 or E911 service. Effective July 1, 2023, 0% of the wireless fees collected shall be reserved for the telephone providers for the actual certified costs incurred to provide 911 or E911 service.

*Assistance to rural counties* – Three percent of the fees collected in each category of the E911 Fund and an additional 1% of the fees collected in the wireless category shall be used to assist rural counties in providing facilities, network, and service enhancements for their emergency communications systems and the provision of reimbursable loans and grants to rural counties for upgrading emergency communications systems.

*Administration* – One percent of the fees collected in each category of the E911 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 of the E911 Fund and other activities as defined in section 365.172(6), Florida Statutes.

*Statewide E911 grants* – Thirty-five percent of the fees collected in the prepaid wireless category shall be retained by the Board to be awarded to all large, medium, and rural counties to upgrade or replace E911 systems; to develop and maintain statewide 911 routing, geographic, and management information systems; and to develop and maintain NG-911 services and equipment.

**NOTE 5 – SUBSEQUENT EVENTS**

The Board has evaluated subsequent events through the date of issuance of these financial statements. The Board approved expenditures, as detailed below, that will be disbursed from the E911 Fund balance subsequent to the date of these financial statements.

Special disbursements (CHS Maintenance) to the counties were approved on the following dates in the following amounts:

July 19, 2023	\$90,200
August 17, 2023	\$0

Reimbursable rural county grants were approved on the following dates in the following amounts:

July 19, 2023	\$0
August 17, 2023	(\$1,414)

Reimbursable statewide county grants were approved on the following dates in the following amounts:

July 19, 2023	\$0
August 17, 2023	\$5,946,170

**State of Florida**  
**Department of Management Services**  
**Emergency Communications Number E911 System Fund**  
**Notes to Financial Statements**

Reimbursable statewide prepaid county grants were approved on the following dates in the following amounts:

July 19, 2023	(\$56,214)
August 17, 2023	\$912,498

Statewide Text-to-911 Initiative payments were approved on the following dates in the following amounts:

July 19, 2023	\$27,459
August 17, 2023	\$33,852

Reimbursement for NENA and APCO training classes was approved on the following dates in the following amounts:

March 15, 2023	\$4,999	- NENA Training
April 19, 2023	\$6,000	- APCO Spring Training
April 19, 2023	\$2,000	- APCO Spring Training
August 17, 2023	\$4,250	- NENA Fall Training
August 17, 2023	\$100,500	- NENA Fall Travel



## **EXHIBITS**

State of Florida  
Department of Management Services  
Emergency Communications Number E911 System Fund  
Disbursements to Counties  
For the Four Quarters and Twelve Months Ended June 30, 2023  
Exhibit 1

Month	Wireless Disbursements	Nonwireless Disbursements	Prepaid Wireless Disbursements	Total Disbursements by Quarter
July	\$ 6,731,291	\$ 1,734,297	\$ 1,057,159	
August	6,808,969	1,715,021	1,057,932	
September	6,796,582	1,717,905	1,508,029	
<b>Quarter ended September 30, 2022</b>	<b>\$ 20,336,842</b>	<b>\$ 5,167,223</b>	<b>\$ 3,623,120</b>	<b>\$ 29,127,185</b>
October	6,887,935	1,596,239	1,048,155	
November	6,808,420	1,596,003	1,041,193	
December	7,171,561	1,851,992	1,505,181	
<b>Quarter ended December 31, 2022</b>	<b>\$ 20,867,916</b>	<b>\$ 5,044,234</b>	<b>\$ 3,594,529</b>	<b>\$ 29,506,679</b>
January	6,885,308	1,671,247	1,030,869	
February	6,728,364	1,558,126	999,621	
March	7,627,580	1,615,686	1,440,686	
<b>Quarter ended March 31, 2023</b>	<b>\$ 21,241,252</b>	<b>\$ 4,845,059</b>	<b>\$ 3,471,176</b>	<b>\$ 29,557,487</b>
April	7,064,369	1,610,980	995,959	
May	7,249,512	1,538,578	1,050,654	
June	7,360,451	1,584,653	1,276,209	
<b>Quarter ended June 30, 2023</b>	<b>\$ 21,674,332</b>	<b>\$ 4,734,211</b>	<b>\$ 3,322,822</b>	<b>\$ 29,731,365</b>
<b>Total County Disbursements</b>	<b>\$ 84,120,342</b>	<b>\$ 19,790,727</b>	<b>\$ 14,011,647</b>	<b>\$ 117,922,716</b>

**State of Florida**  
**Department of Management Services**  
**Emergency Communications Number E911 System Fund**  
**Reimbursements to Wireless Telephone Service Providers**  
**For the Four Quarters and Twelve Months Ended June 30, 2023**  
**Exhibit 2**

<b>Month</b>	<b>Sprint / Nextel</b>	<b>Total</b>
July	\$ -	\$ -
August	0	0
September	0	0
<b>Quarter ended September 30, 2022</b>	<b>\$ -</b>	<b>\$ -</b>
October	0	0
November	0	0
December	31,279	31,279
<b>Quarter ended December 31, 2022</b>	<b>\$ 31,279</b>	<b>\$ 31,279</b>
January	0	0
February	0	0
March	0	0
<b>Quarter ended March 31, 2023</b>	<b>\$ -</b>	<b>\$ -</b>
April	0	0
May	0	0
June	0	0
Certified Forward	(21,674)	(21,674)
<b>Quarter ended June 30, 2023</b>	<b>\$ (21,674)</b>	<b>\$ (21,674)</b>
<b>Total</b>	<b>\$ 9,605</b>	<b>\$ 9,605</b>

**State of Florida**  
**Department of Management Services**  
**Emergency Communications Number E911 System Fund**  
**Assistance to Rural Counties**  
**For the Four Quarters and Twelve Months Ended June 30, 2023**  
**Exhibit 3**

<b>County</b>	<b>Rural County Grants</b>	<b>Supplemental Disbursement</b>	<b>Total</b>
Baker	\$ -	\$ 44,770	\$ 44,770
Bradford	64,063	53,443	117,506
Calhoun	39,922	95,361	135,283
Columbia	100,336		100,336
Desoto		43,321	43,321
Dixie	55,115	89,835	144,950
Franklin	28,421	96,565	124,986
Gadsden	59,458	9,761	69,219
Gilchrist	31,465	72,229	103,694
Glades	12,128	95,386	107,514
Gulf		82,027	82,027
Hamilton	63,883	96,217	160,100
Hardee		65,378	65,378
Hendry		25,239	25,239
Holmes	148,575	84,095	232,670
Jackson	69,129	9,504	78,633
Jefferson		85,339	85,339
Lafayette	74,179	106,703	180,882
Levy	8,391	79	8,470
Liberty	57,711	109,441	167,152
Madison	17,981	77,685	95,666
Okeechobee	52,338	25,627	77,965
Putnam	65,007		65,007
Suwannee	25,464	6,154	31,618
Taylor	60,356	73,509	133,865
Union	34,499	91,847	126,346
Wakulla	14,932	24,040	38,972
Walton			0
Washington	40,243	64,206	104,449
Certified Forward	476,187		476,187
<b>Total Rural County Assistance</b>	<b>\$ 1,599,783</b>	<b>\$ 1,627,761</b>	<b>\$ 3,227,544</b>

State of Florida  
Department of Management Services  
Emergency Communications Number E911 System Fund  
Call Handling System Maintenance, Training and Text-to-911 Disbursements to Counties  
For the Four Quarters and Twelve Months Ended June 30, 2023  
Exhibit 4

County	Call Handling System Maintenance	Training	Text-to-911	Total
Alachua	\$ 77,000	\$ 2,200	\$ -	\$ 79,200
Baker				0
Bay		1,200		1,200
Bradford				0
Brevard		2,200		2,200
Broward		1,000		1,000
Calhoun				0
Charlotte	69,680	2,200		71,880
Citrus		2,200		2,200
Clay	72,080	2,200		74,280
Collier	85,280	1,200		86,480
Columbia				0
Desoto		1,000		1,000
Dixie		2,200		2,200
Duval	136,680	2,200	18,426	157,306
Escambia				0
Flagler	45,680	1,200		46,880
Franklin		1,200		1,200
Gadsden		1,200		1,200
Gilchrist		1,200		1,200
Glades		1,000		1,000
Gulf		1,200		1,200
Hamilton				0
Hardee		1,000		1,000
Hendry		1,200		1,200
Hernando	58,323	1,200	5,700	65,223
Highlands	44,730	2,200		46,930
Hillsborough		1,000		1,000
Holmes		1,200		1,200
Indian River		1,000		1,000
Jackson		1,200		1,200
Jefferson		1,200		1,200
Lafayette				0
Lake	86,280	2,200	23,600	112,080
Lee	118,200	2,200		120,400

State of Florida  
Department of Management Services  
Emergency Communications Number E911 System Fund  
Call Handling System Maintenance, Training and Text-to-911 Disbursements to Counties  
For the Four Quarters and Twelve Months Ended June 30, 2023  
Exhibit 4 (Continued)

County	Call Handling System Maintenance	Training	Text-to-911	Total
Leon	\$ -	\$ 2,200	\$ 20,000	\$ 22,200
Levy		2,200		2,200
Liberty		1,200		1,200
Madison				0
Manatee		1,200		1,200
Marion	85,000	1,200		86,200
Martin		1,000	4,113	5,113
Miami-Dade				0
Monroe	42,938			42,938
Nassau	61,680	2,200	13,101	76,981
Okaloosa	71,160	1,200		72,360
Okeechobee		2,200		2,200
Orange		2,200		2,200
Osceola		1,000		1,000
Palm Beach	175,280	2,200	161,124	338,604
Pasco		1,000	21,553	22,553
Pinellas				0
Polk	115,360	2,200		117,560
Putnam		2,200		2,200
Santa Rosa	42,312	1,200		43,512
Sarasota		2,200		2,200
Seminole		2,200		2,200
St. Johns		2,200	28,964	31,164
St. Lucie	82,040	2,200		84,240
Sumter	64,720	1,200		65,920
Suwannee				0
Taylor		1,200	1,048	2,248
Union				0
Volusia	99,720	2,200		101,920
Wakulla		1,000	7,200	8,200
Walton		2,200		2,200
Washington		1,200		1,200
Certified Forward			61,311	61,311
<b>Total Disbursements</b>	<b>\$ 1,634,143</b>	<b>\$ 86,800</b>	<b>\$ 366,140</b>	<b>\$ 2,087,083</b>

**State of Florida**  
**Department of Management Services**  
**Emergency Communications Number E911 System Fund**  
**Grant Disbursements-State Designated**  
**For the Four Quarters and Twelve Months Ended June 30, 2023**  
**Exhibit 5**

County	Statewide Grants	State E911 Prepaid Grants	Total
Alachua	\$ -	\$ -	\$ -
Bay		248,200	248,200
Baker			0
Bradford		29,991	29,991
Calhoun		25,840	25,840
Charlotte			0
Citrus			0
Collier		62,588	62,588
Escambia	90,983		90,983
Flagler		22,000	22,000
Franklin		27,634	27,634
Gilchrist			0
Glades			0
Gulf		44,362	44,362
Hamilton		37,054	37,054
Hardee	22,679	17,984	40,663
Hendry			0
Hillsborough			0
Holmes		84,438	84,438
Indian River			0
Jackson		195,105	195,105
Lake		383,091	383,091
Levy		138,832	138,832
Liberty		6,564	6,564
Madison		6,107	6,107
Martin			0
Okaloosa		613,231	613,231
Okeechobee			0
Osceola		14,875	14,875
Pasco	91,889	238,151	330,040
Pinellas		424,744	424,744
Putnam			0

**State of Florida**  
**Department of Management Services**  
**Emergency Communications Number E911 System Fund**  
**Grant Disbursements-State Designated**  
**For the Four Quarters and Twelve Months Ended June 30, 2023**  
**Exhibit 5 (Continued)**

<b>County</b>	<b>Statewide Grants</b>	<b>State E911 Prepaid Grants</b>	<b>Total</b>
Santa Rosa	\$ 12,150	\$ 152,293	\$ 164,443
St Johns			0
St Lucie		697,391	697,391
Sumter			0
Union			0
Walton	43,355	392,420	435,775
Washington		25,500	25,500
Certified Forward	0	800,368	800,368
<b>Total State Designated Grants</b>	<b>\$ 261,056</b>	<b>\$ 4,688,763</b>	<b>\$ 4,949,819</b>



**State of Florida**  
**Department of Management Services**  
**Emergency Communications Number E911 System Fund**  
**General and Administrative Disbursements**  
**For the Four Quarters and Twelve Months Ended June 30, 2023**  
**Exhibit 6**

	<b>Year-to-Date</b>
Contractual legal services	\$ 39,468
Contractual services	312,050
DMS administrative charge	154,109
DMS Human Resource fee	220
Dues and subscriptions	1,586
Fees	6,792
Insurance	10
Investment fees	126,373
Postage	0
Printing	1,416
Refunds	0
Rent	44,937
Salaries and wages	575,753
Supplies	37,270
Telephone	3,148
Travel	12,147
Major Disasters Emergency Repairs	0
<b>Total</b>	<b>\$ 1,315,279</b>

## Appendix 2

### Fiscal Data from Fiscal Year 2022-2023 County Survey Summary



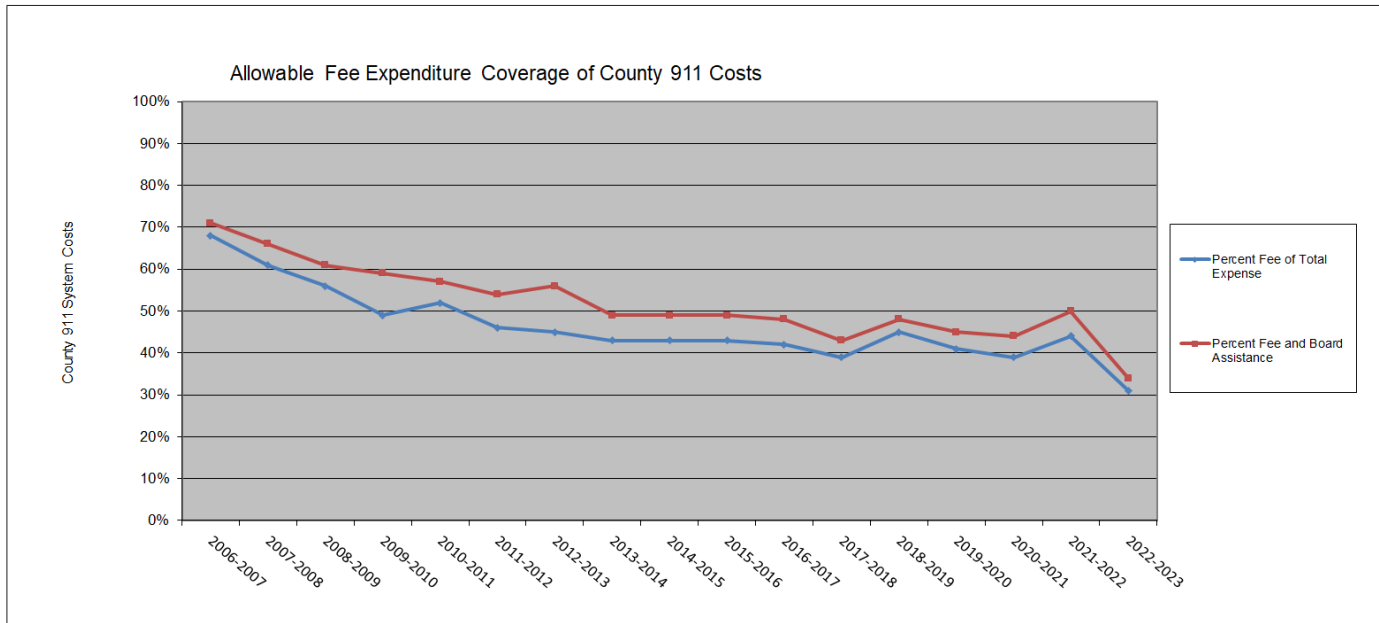
**EMERGENCY COMMUNICATIONS**  
**BOARD**  
**FLORIDA 911**

**County Information**  
**Fiscal Year 2022-2023**  
 (October 1, 2022 - September 30, 2023)

	Large	Medium	Rural	Grand Total
Total 911 Fee Expenditures (Based on County Survey)	\$68,684,565	\$38,278,498	\$3,153,695	\$110,116,758
Total County Funded Expenditures (Based on County Survey)	\$149,432,622	\$93,697,216	\$7,643,433	\$250,773,271
Total Nonwireless Fee Disbursements to the Counties	\$11,520,378	\$7,570,689	\$572,898	\$19,663,965
Total Wireless Fee Disbursements to the Counties	\$50,796,096	\$31,332,474	\$1,896,939	\$84,025,509
Total Prepaid Wireless Fee Disbursements to the Counties	\$9,194,460	\$4,761,668	\$592,858	\$14,548,986
Total Supplemental Disbursements to Rural Counties	\$0	\$0	\$1,627,761	\$1,627,761
Total Disbursements to Counties from the Rural County Grant Program	\$0	\$65,007	\$2,029,418	\$2,094,424
Total Disbursements to Counties from the 911 State Grant Program	\$456,731	\$4,514,690	\$1,029,672	\$6,001,093
Total Call Handling System (CHS) Maintenance Disbursements	\$545,520	\$1,178,823	\$0	\$1,724,343
Total Text-to-911 Disbursements	\$179,550	\$161,730	\$15,048	\$356,328
Total Training Disbursements	\$13,000	\$50,000	\$23,800	\$86,800
Total State and Rural County Grant Expenditures (Based on Disbursements)	\$456,731	\$4,579,697	\$3,059,090	\$8,095,518
Total 911 Expenditures (Based on County Survey and Grant Disbursements)	\$221,547,740	\$141,504,914	\$16,237,804	\$379,290,458
Total 911 Fee Disbursements (Wireless, Nonwireless and Prepaid Wireless)	\$71,510,934	\$43,664,830	\$3,062,695	\$118,238,460
<b>Percent Total 911 Fee to Total 911 Expenses</b>	<b>32%</b>	<b>31%</b>	<b>19%</b>	<b>31%</b>
Total 911 Fee and Board Assistance (Total E911 Fees, Rural Supplemental Disbursements, Grants Disbursements, CHS Disbursements for Medium and Large Counties, Text-to-911 Disbursements, and Coordinator Training Disbursements)	\$72,705,736	\$49,635,080	\$7,788,394	\$130,129,209
<b>Percent 911 Fee and Board Assistance of Total 911 Expense</b>	<b>33%</b>	<b>35%</b>	<b>48%</b>	<b>34%</b>
Percent Wireless and Prepaid Wireless of Total Fee Disbursements	84%	83%	81%	83%
Percent Nonwireless of Total Fee Disbursements	16%	17%	19%	17%
Number of Primary PSAPs (Based on County Survey)	50	59	26	135
Number of Secondary PSAPs (Based on County Survey)	18	31	3	52
Number of Backup PSAPs (Based on County Survey)	15	22	12	49
Number of Fee Funded Call Takers (Based on County Survey)	557	594	69	1,220
Total Number of Call Takers (Based on County Survey)	2,810	2,385	322	5,517
Average Call Taker Salary	\$63,003	\$54,844	\$37,701	\$51,849
Number of All Voice 911 Calls (Based on County Survey)	10,069,544	5,057,591	417,060	15,544,195
Number of Text-to-911 Calls (Based on County Survey)	31,211	48,365	1,600	81,176
Cost per 911 Call	\$21.93	\$27.71	\$38.79	\$24.27
County Population Estimates (EDR Posted Data)	12,912,647	8,938,476	679,615	22,530,738
Cost/Month vs Population (per person)	\$1.43	\$1.32	\$1.99	\$1.40
Reported CAD Expenditures (Based on County Survey)	\$422,676	\$205,744	\$45,847	\$674,267
Reported Cybersecurity Expenditures (Based on County Survey)	\$1,312,884	\$1,444,024	\$238,803	\$2,995,711
Number of Counties that Completed the Survey	9	30	26	65
Total Number of Counties	9	31	27	67
Percent of Counties that Completed the Survey	100%	97%	96%	97%

## Appendix 3

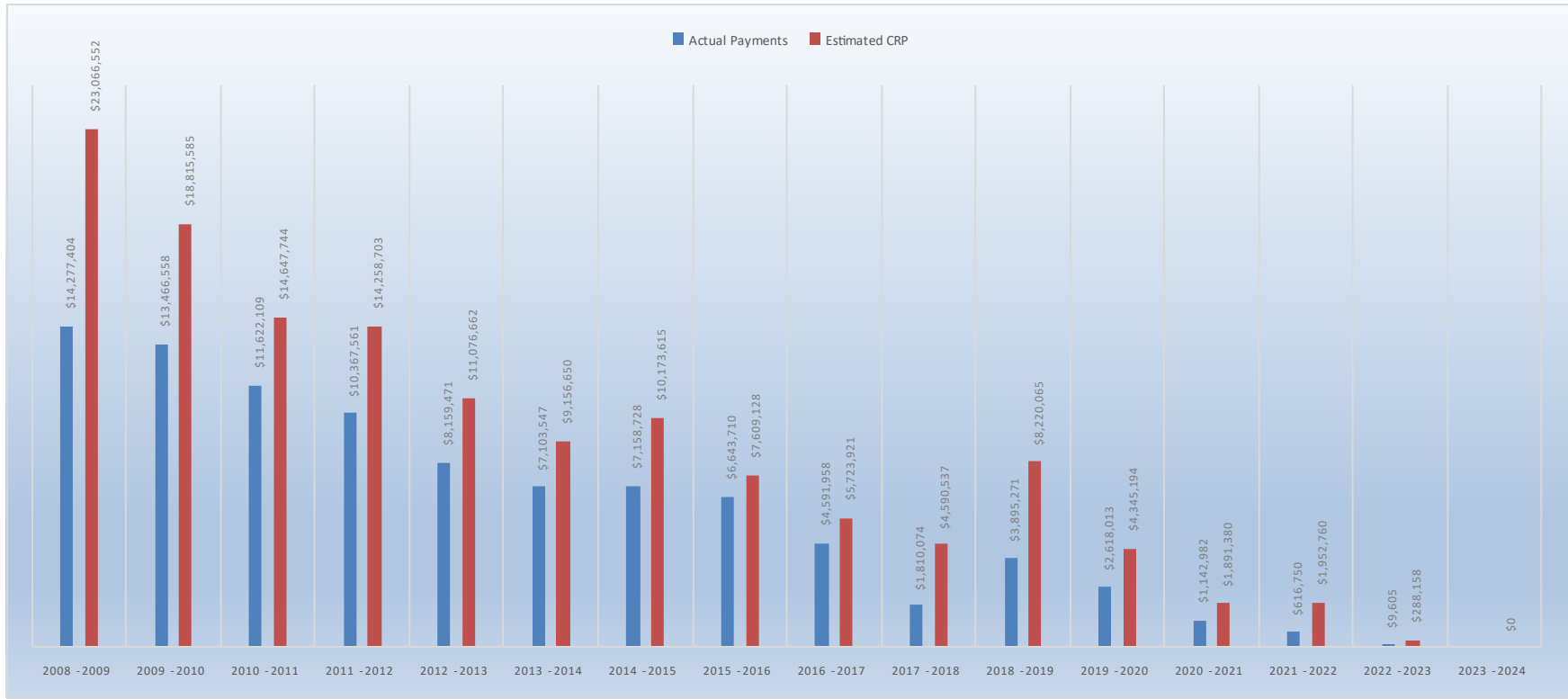
### Historical Data, Calculations and Projections



State of Florida 911 Expenditures																	
Fiscal Year	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
Percent Fee of Total Expense	68%	61%	56%	49%	52%	46%	45%	43%	43%	43%	42%	39%	45%	41%	39%	44%	31%
Percent Fee and Board Assistance	71%	66%	61%	59%	57%	54%	56%	49%	49%	49%	48%	43%	48%	45%	44%	50%	34%

Exhibit 1

## Wireless Service Providers Cost Recovery Historical Data



Fiscal Year	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016
Actual Payments	\$14,277,404	\$13,466,558	\$11,622,109	\$10,367,561	\$8,159,471	\$7,103,547	\$7,158,728	\$6,643,710
Estimated CRP	\$23,066,552	\$18,815,585	\$14,647,744	\$14,258,703	\$11,076,662	\$9,156,650	\$10,173,615	\$7,609,128
Fiscal Year	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	2023-2024
Actual Payments	\$4,591,958	\$1,810,074	\$3,895,271	\$2,618,013	\$1,142,982	\$616,750	\$9,605	\$0
Estimated CRP	\$5,723,921	\$4,590,537	\$8,220,065	\$4,345,194	\$1,891,380	\$1,952,760	\$288,158	\$0

Exhibit 2

<b>Fiscal Year 2022-2023 Rural County Grants</b>			
Fall 2022		Spring 2023	
County	Amount awarded	County	Amount awarded
Baker	\$51,718.47	Baker	\$7,873.05
Bradford	\$30,050.00	Bradford	\$32,831.26
Dixie	\$43,303.81	Calhoun	\$40,571.69
Gadsden	\$5,675.00	Columbia	\$110,701.82
Gilchrist	\$63,713.63	Dixie	\$6,339.00
Glades	\$12,128.00	Franklin	\$28,421.21
Hamilton	\$52,296.40	Gadsden	\$27,340.18
Hardee	\$61,327.39	Gilchrist	\$35,280.00
Hendry	\$76,445.23	Holmes	\$154,474.58
Jefferson	\$354,467.41	Jackson	\$89,505.29
Lafayette	\$43,179.22	Lafayette	\$14,186.00
Madison	\$35,751.00	Levy	\$39,219.33
Okeechobee	\$20,594.32	Liberty	\$54,510.17
Putnam	\$592,297.80	Madison	\$27,478.56
Taylor	\$10,978.81	Putnam	\$93,884.57
Wakulla	\$37,629.18	Suwannee	\$53,094.00
Washington	\$41,242.91	Taylor	\$50,409.36
		Union	\$68,644.64
		Wakulla	\$8,185.33
<b>Total</b>	<b>\$1,532,798.58</b>	<b>Total</b>	<b>\$942,950.04</b>
<b>Total Rural County Grants Awarded</b>		<b>\$2,475,748.62</b>	

Exhibit 3

<b>Fiscal Year 2022-2023 State Grants</b>			
Spring 2023 Grants		Fall 2022 Grants	
County	Amount awarded	County	Amount awarded
Calhoun	\$52,100.00	Alachua	\$982,967.95
Glades	\$69,526.23	Baker	\$561,177.99
Highlands	\$209,321.57	Bradford	\$618,037.00
Holmes	\$22,261.65	Calhoun	\$176,782.06
Jackson	\$713,890.44	Charlotte	\$730,300.24
Lake	\$1,648,013.34	Clay	\$388,288.50
Levy	\$127,836.00	Collier	\$442,164.55
Liberty	\$94,028.16	Columbia	\$227,104.00
		Desoto	\$41,511.53
		Dixie	\$528,786.35
		Duval	\$814,375.00
		Flagler	\$387,798.00
		Gilchrist	\$569,042.97
		Gulf	\$702,547.54
		Hardee	\$76,321.60
		Hendry	\$143,571.29
		Hernando	\$603,979.04
		Lee	\$6,556,758.66
		Levy	\$296,519.00
		Liberty	\$30,304.43
		Martin	\$531,483.61
		Monroe	\$798,692.60
		Nassau	\$560,384.00
		Okaloosa	\$59,133.38
		Okeechobee	\$42,726.91
		Pinellas	\$760,918.55
		Putnam	\$535,937.00
		St. Johns	\$328,315.00
		Sumter	\$2,686,283.32
		Taylor	\$78,258.81
		Union	\$457,121.00
		Walton	\$87,364.95
<b>TOTAL</b>	<b>\$2,936,977.39</b>	<b>TOTAL</b>	<b>\$21,804,956.83</b>
<b>Total State Grants Awarded</b>		<b>\$24,741,934.22</b>	

Exhibit 4



## Appendix 4

### Emergency Communications Board Long Term Strategic Initiatives 2023

## Long Term Strategic Initiatives Details

### 1. NG-911 Call Routing

The development of a statewide Emergency Services IP Network (ESInet) is required to provide IP routing of 911 calls through a statewide network connection or through an existing county/regional routing networks. The ENHANCE 911 grant project prepared Next Generation system design and technical specifications for statewide routing of 911 calls based on the NENA i3 Standards. The specifications in conjunction with the State E911 Plan, could provide the framework requirements for NG-911 service. The design specifications and documents are posted on the Florida Emergency Communications website.<sup>1</sup> These technical documents provide a possible blueprint for statewide NG-911 routing using a statewide IP network.

The DMS has since worked with the Board to develop a NG-911 strategic plan. The Board will consider its NG-911 Strategic Plan along with the DMS Florida NG-911 Study to determine the most appropriate course of action to implement these initiatives.

The technical specifications will be reviewed to ensure they include new requirements based on the any future NENA i3 standard update for a NG-911 statewide routing system utilizing a public safety grade IP transportation network.

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

Statewide NG-911 GIS data is the future for caller location determination. The proposed statewide GIS data will utilize current county GIS maps, which consist of county-based maps and road-data layers, including boundary data on each county, PSAP, and emergency service zone. The data will be compliant with the Master Street Address Guide (MSAG) of the individual counties.

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

### 3. Hosted Public Safety Answering Point NG-911 Call Handling Systems

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

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<sup>1</sup> ENHANCE 911 Act Grant Program, Florida NG-911 Routing Service Technical Specifications [RPT120801\\_Florida\\_Summary\\_Specifications\\_FINAL\[Post\].pdf \(myflorida.com\)](https://myflorida.com/RPT120801_Florida_Summary_Specifications_FINAL[Post].pdf)

Florida is especially susceptible to major climatic events that can damage and destroy a PSAP. 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 911 operations during catastrophic events.

One proposed approach to develop technical specifications is to engage a 911 consultant through a competitive procurement process. 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. Another approach is to support counties' implementation of regional hosted solutions to achieve similar technical and financial benefits.

#### **4. 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. Public education topics include 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 PSTs, and other 911 personnel. Public safety agency training topics 911 e-training for 911 terminology, standards, operations, and call-taking functions.

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

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

Public Safety 911 MIS provides critical information on 911 call details and trunk usage. 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 the rising cost of 911 operations, which must be augmented from county general revenues. This initiative requires funding for a state contract or comparable procurement vehicle to provide MIS capabilities for all Florida 911 PSAPs.

#### **6. Cybersecurity**

Cybersecurity is needed for the transition from relatively closed, legacy 911 networks to an Internet Protocol (IP) NG-911 network.

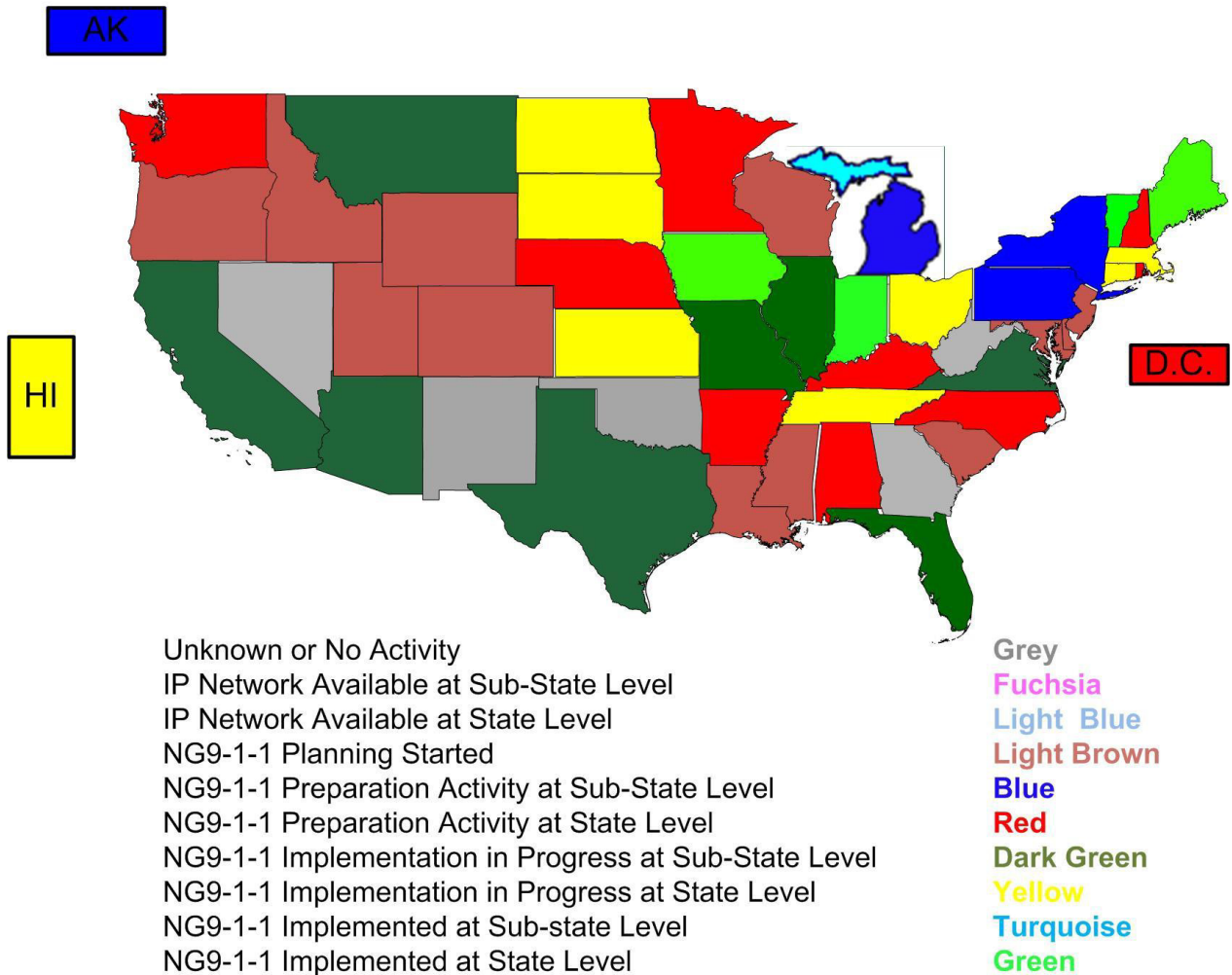
## **7. Public Safety Telecommunicator (PST) Mental Health and Wellness**

The mental health and wellness initiative will provide training, peer counseling, and guidance for the PSTs to ensure their health and wellbeing. The initiative will reduce staff shortages in PSAPs by addressing stress associated with 911 environment.

## Appendix 5

### NENA National NG-911 Implementation Status

## Transitional NG9-1-1 Progress by State



***DISCLAIMER: THIS MAP IS A HIGH LEVEL GENERALIZED SNAP SHOT AND IS NOT INTENDED AS A REPLACEMENT FOR OBTAINING SPECIFIC INFORMATION FROM AREAS ON THEIR DETAILED CURRENT STATUS.***

Image Courtesy of [National Emergency Number Association](#) (NENA).

# Appendix 6

## Glossary

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 (PSAPs) using the number 911.
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).
Basic 911 (911 basic)	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 Automatic Number Identification (ANI) and/or Automatic Location Identification (ALI).
Broadband	A descriptive term for evolving digital technologies offering consumers a single-switched facility for 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 that provides multiple channels for data or video.
Customer Premises Equipment (CPE)	911 communications equipment located in the PSAP.
Emergency Communications Trust Fund	Established in section 365.173, Florida Statutes (F.S.), 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.
Enhanced 911 (E911)	An emergency telephone system or service that provides a subscriber with 911 service and directs 911 calls to appropriate PSAPs 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, F.S., and provides for automatic number identification and automatic location-identification features. E911 service provided by a wireless provider means E911 as defined in the order.
Emergency Communications Board	Board of directors established in section 365.172(5), F.S.
911 State Grant Program	A grant program providing funding to assist State of Florida counties with the installation of 911, and Next Generation 911 (NG-911) systems and services.
Emergency Services IP Network (ESInet)	An IP-based inter-network (network of networks) shared by all agencies which 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.
Internet Protocol (IP) Architecture	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 Exchange Carriers (LEC)	A telecommunications carrier under the state/local Public Utilities Act that provides local exchange telecommunications services. Includes subcategories known as the Incumbent Local Exchange Carrier (ILEC), Alternate Local Exchange Carrier (ALEC), Competitive Local Exchange Carrier (CLEC), Competitive Access Provider (CAP) and Certified Local Exchange Carrier (CLEC).
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.
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.
Next Generation 911 (NG-911)	An Internet Protocol (IP)-based system comprised of managed Emergency Services IP networks (ESInets), functional elements (applications), and databases that replicate traditional E911 features and functions and provide additional capabilities. NG-911 is designed to provide access to emergency services from all connected communications source, and to provide multimedia data capabilities for Public Safety Answering Points (PSAPs) and other emergency service organizations.
Phase I	See Wireless Phase I.
Phase II	See Wireless Phase II.
Pre-arrival Instructions	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.
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.
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.

Tariff	A statement by a communications company that sets forth the services offered by that company in addition to established customer rates, terms, and conditions under which regulated services are provided and that states general obligations of the company and customer. Tariffs are subject to review by the Florida Public Service Commission and must be followed by the common carrier to ensure nondiscrimination between customers.
Voice over Internet Protocol (VoIP)	VoIP Voice over Internet Protocol. The technology used to transmit voice conversations over a data network using IP.
Voice Communications Services	Two-way voice service that provides access to E911 services, using any technology. It includes communications services, as defined in section 202.11, F.S., which 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 VoIP.
Wireless	Any Commercial Mobile Radio Service (CMRS) under the FCC's Docket 94-102 requirement for wireless E911 services.
Wireless Phase I	Required by the FCC, licensees subject to the E911 rules must provide, to the designated PSAP, the telephone number of the 911 call originator. They must also provide the location of the cell site or base station receiving the call from any mobile handset accessing their systems. This requirement only applies if 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 the PSAP the location of all 911 calls by longitude and latitude in conformance with specified accuracy requirements. This requirement applies only if the PSAP has requested the service, is capable of receiving and utilizing the data, and has a cost recovery mechanism.
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.
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.

Appendix 7  
2023 County Data

## Begin County Annual Report Numbers

County Name	Total E911 Revenue	Fee Expenditure	County911Expend	Grant Expend.	# of PSAPs	Total 911 Calls
Alachua	\$1,439,535.00	\$896,380.00	\$1,970,180.00	\$315,440.00	4	146,639
Baker	\$123,080.61	\$129,635.17	\$173,821.00	\$0.00	1	13,525
Bay	\$1,453,744.27	\$933,300.27	\$638,096.71	\$520,444.00	5	160,982
Bradford	\$106,696.19	\$106,696.19	\$183,512.62	\$0.00	1	17,378
Brevard	\$3,152,091.04	\$3,001,358.09	\$4,693,015.98	\$0.00	11	323,417
Broward	\$11,087,783.79	\$9,447,867.36	\$18,860,024.00	\$0.00	6	1,387,334
Calhoun	\$277,205.94	\$52,492.47	\$261,610.90	\$127,018.94	4	36
Charlotte	\$981,293.30	\$749,071.13	\$1,508,852.00	\$50,544.00	3	99,983
Citrus	\$920,364.39	\$617,701.75	\$668,841.97	\$138,135.00	2	84,339
Clay	\$1,107,255.93	\$903,971.02	\$1,410,759.78	\$0.00	4	114,282
Collier	\$2,372,001.68	\$2,023,505.19	\$1,239,641.00	\$233,990.00	3	170,968
Columbia	\$417,761.85	\$317,425.64	\$545,141.09	\$100,336.21	2	83,088
Desoto	\$183,253.63	\$142,466.90	\$132,331.01	\$0.00	1	10,885
Dixie	\$209,916.64	\$51,772.24	\$404,461.00	\$66,438.98	2	12,928
Duval	\$5,311,207.85	\$4,096,799.88	\$4,941,441.00	\$0.00	11	903,855
Escambia	\$2,249,161.77	\$1,356,992.78	\$1,110,323.80	\$669,479.00	3	233,096
Flagler	\$648,589.26	\$602,818.26	\$116,892.74	\$45,771.00	2	40,561
Franklin	\$478,289.68	\$59,753.77	\$73,558.84	\$319,896.21	1	7,050
Gadsden	\$334,188.06	\$253,398.85	\$220,074.75	\$115,082.55	2	37,483
Gilchrist	\$185,809.95	\$77,040.76	\$123,033.93	\$33,600.00	1	7,934
* Glades	\$39,923.11	\$39,923.11	\$0.00	\$0.00	1	0
Gulf	\$392,110.56	\$71,508.76	\$150,985.38	\$236,045.99	1	955
Hamilton	\$151,824.35	\$54,276.15	\$192,050.03	\$0.00	2	13,208
Hardee	\$218,743.22	\$109,942.09	\$34,552.79	\$44,359.17	2	14,056
Hendry	\$353,432.67	\$174,687.83	\$514,409.85	\$142,729.96	4	27,952
Hernando	\$963,118.00	\$879,562.00	\$2,452,753.00	\$0.00	2	91,667
Highlands	\$454,792.24	\$1,119,172.31	\$536,140.07	\$0.00	2	53,372

\* Provided incomplete or inadequate survey information.

Continue County Annual Report Numbers

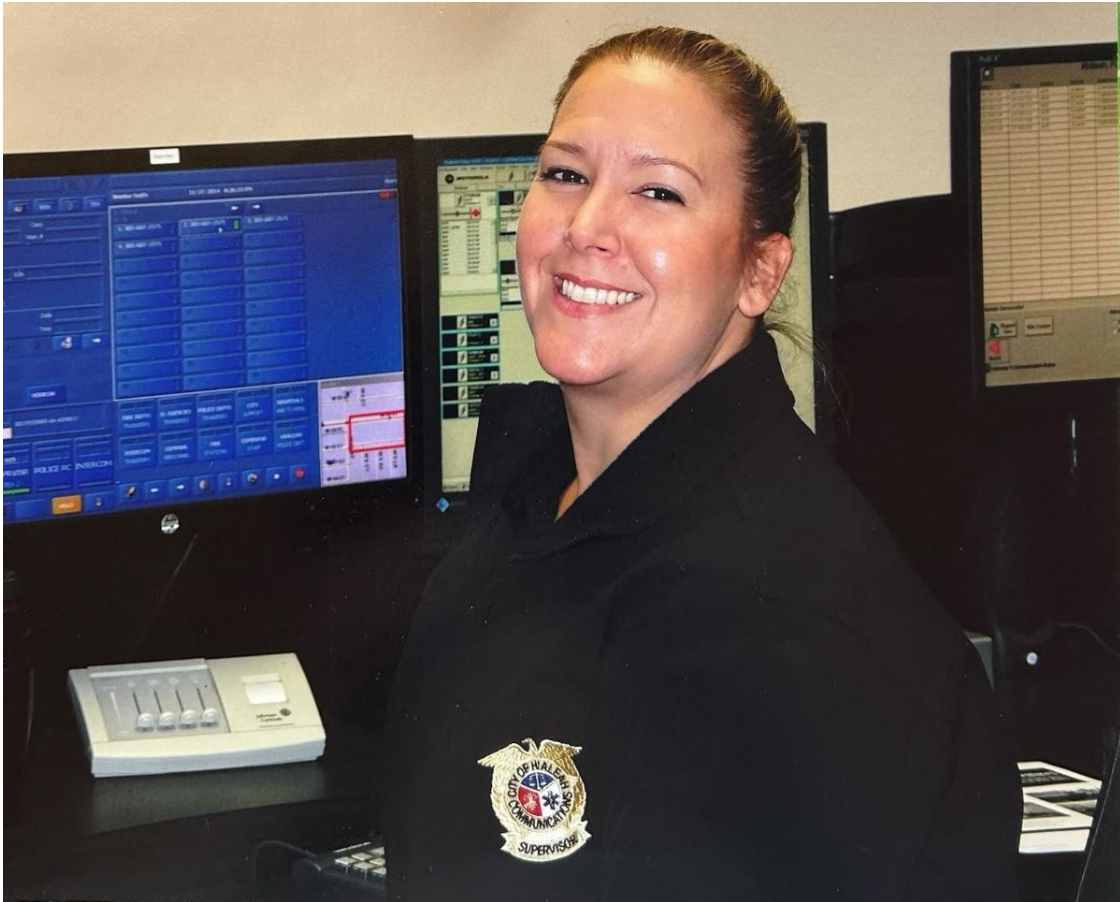
County Name	Total E911 Revenue	Fee Expenditure	County911Expend	Grant Expend.	# of PSAPs	Total 911 Calls
Hillsborough	\$8,250,475.88	\$7,931,613.88	\$8,553,131.00	\$318,862.00	11	873,081
Holmes	\$507,786.19	\$62,181.63	\$19,349.51	\$358,353.14	1	8,760
Indian River	\$885,479.13	\$835,553.75	\$120,287.50	\$29,944.27	4	93,908
Jackson	\$518,038.04	\$189,368.44	\$175,579.00	\$311,086.91	2	23,226
Jefferson	\$153,049.88	\$63,336.14	\$430,836.14	\$0.00	2	12,168
Lafayette	\$202,989.88	\$32,152.99	\$112,381.30	\$63,043.97	1	3,802
Lake	\$2,468,123.69	\$1,336,022.36	\$4,658,003.99	\$767,965.00	6	458,374
Lee	\$3,955,533.83	\$2,891,606.03	\$7,035,000.00	\$0.00	8	532,758
* Leon	\$1,317,043.40	\$1,639,871.72	\$0.00	\$0.00	0	0
Levy	\$563,909.39	\$184,665.15	\$2,794.43	\$372,170.90	1	35,006
Liberty	\$427,600.79	\$25,951.37	\$147,677.00	\$291,288.55	2	3,324
Madison	\$256,895.77	\$74,590.11	\$137,761.20	\$102,040.00	1	18,259
Manatee	\$2,080,330.84	\$1,729,439.21	\$2,746,828.78	\$0.00	7	261,486
Marion	\$1,892,123.17	\$1,505,082.95	\$1,883,262.00	\$0.00	3	188,401
Martin	\$1,627,709.85	\$880,778.05	\$144,074.84	\$746,931.80	4	97,920
Miami-Dade	\$16,382,448.46	\$13,973,895.96	\$10,603,121.71	\$0.00	13	2,110,307
Monroe	\$506,038.16	\$353,912.43	\$353,921.43	\$0.00	4	73,920
Nassau	\$483,494.58	\$404,312.77	\$491,547.75	\$0.00	1	36,720
Okaloosa	\$1,667,166.15	\$1,116,223.15	\$839,621.67	\$550,943.00	8	119,144
Okeechobee	\$424,872.92	\$180,641.98	\$240,404.34	\$208,728.22	1	17,434
Orange	\$7,886,752.36	\$7,412,936.21	\$20,720,966.36	\$0.00	13	1,439,887
Osceola	\$2,192,372.33	\$1,796,532.00	\$3,069,897.00	\$80,905.33	4	8,463
Palm Beach	\$8,245,417.00	\$6,154,888.71	\$11,401,717.15	\$0.00	17	1,026,455
Pasco	\$3,544,159.97	\$2,139,872.35	\$3,995,422.15	\$765,162.39	5	267,945
Pinellas	\$5,673,086.41	\$5,264,776.14	\$4,633,865.86	\$408,310.27	7	540,543
Polk	\$3,245,461.36	\$2,606,735.24	\$2,518,801.02	\$0.00	4	397,337
Putnam	\$324,398.06	\$324,398.06	\$98,432.25	\$0.00	2	52,210
Santa Rosa	\$894,604.08	\$847,375.00	\$3,359,492.57	\$0.00	4	69,291

\* Provided incomplete or inadequate survey information.

Continue County Annual Report Numbers

County Name	Total E911 Revenue	Fee Expenditure	County911Expend	Grant Expend.	# of PSAPs	Total 911 Calls
Sarasota	\$2,362,744.19	\$1,992,141.19	\$1,916,245.00	\$0.00	3	248,415
Seminole	\$2,540,171.67	\$2,540,171.67	\$725,000.00	\$0.00	3	264,100
St. Johns	\$2,026,280.00	\$1,457,506.32	\$2,105,465.44	\$566,450.34	3	99,176
St. Lucie	\$1,642,896.77	\$1,645,896.77	\$5,136,337.00	\$0.00	2	366,859
Sumter	\$853,047.91	\$668,769.91	\$55,248.00	\$184,278.00	3	91,319
Suwannee	\$294,893.06	\$208,960.68	\$233,477.35	\$58,670.00	1	31,600
Taylor	\$211,264.65	\$87,875.32	\$154,542.39	\$45,448.48	1	2,426
Union	\$202,951.02	\$47,018.08	\$121,850.00	\$61,609.67	2	6,510
Volusia	\$2,826,225.67	\$2,157,139.23	\$0.00	\$0.00	2	63,531
Wakulla	\$207,865.45	\$138,555.29	\$68,598.00	\$36,825.62	1	12,884
Walton	\$1,138,509.08	\$424,217.12	\$879,327.00	\$714,291.96	4	79,403
Washington	\$623,266.06	\$115,466.53	\$17,500.00	\$436,832.21	1	11,652
67	\$127,120,652.08	\$101,711,951.86	\$143,064,273.37	\$10,639,453.04	245	14,104,977

\* Provided incomplete or inadequate survey information.



### **Honoring a 911 Professional**

Brandi Pameijer, the first civilian 911 Communications Manager for the City of Hialeah Police Department, unexpectedly passed away on November 11, 2023. She was a dedicated and ambitious professional with high moral character. Brandi began her career as a Police Dispatcher in 1996 and rose through the ranks at the Public Safety Communications Division. She was a problem solver and a liaison for various incident management teams throughout her career. Brandi also played a vital role in implementing new technologies and revising policies and procedures to enhance the efficiency of the 911 Center.

Brandi was loved and respected by everyone who knew her. Her lead-by-example style of management helped earn the trust of her employees, but her profound concern for their well-being made her a true leader. Brandi's untimely loss will be deeply felt in the City of Hialeah. She is survived by her family, friends, and loved ones.

Brandi will forever be remembered for her legacy of excellence, compassion, and service to the community she loved.