

E911 Board Meeting Agenda
Hilton Hotel
Destin

***Special Note: Telephone conferencing will be available to allow county participation in meeting and to allow some Board members to participate telephonically when they cannot attend the meetings.**

Conference Number (888) 670-3525
Conference Code 2323004133

Wednesday, August 13, 2014 through Thursday, August 14, 2014, Beginning Time 9:00 a.m. Central Standard Time until conclusion of business

1. Call to Order
2. Welcome New Board Member
3. Approve Meeting Minutes for the July 9-10, 2014 E911 Board Meetings
4. Old Business
 - *Femtocell Clarification
5. Discuss confidential data related to provider revenues by county, discrepancies, disbursements and provider invoices
6. Discuss the recommendation(s) and vote on items from confidential data
7. Discuss E911 Board Strategic Initiatives
 - *Text-to-911 Initiative Recommendations
 - *New Legislation Changes and Implementation Issues
 - *Discuss Potential Special Disbursements
8. E911 Board Rules, Rule Development and Status Report
 - *Discuss Rural County Grant Program Rule Development
 - *Discuss State Grant Program Rule Development
 - *Discuss Emergency Grant Program Rule Development
 - *Discuss State Coordinator Training Special Disbursement Development
 - *Discuss Rural County Maintenance Special Disbursement Development
9. Discuss Rural County and State Grant Program Quarterly Reports and Change Requests

10. Discuss Fee Allocation Percentages and the Emergency Communications Number E911 System Fund (E911 Trust Fund)

11. Other Business
 - Public Comments
 - Staff Reports

12. Adjourn

Chairman's Statement: The E911 Board welcomes comments from citizens and interested parties about any 911 issue(s) or concern(s). Your opinions are valued in terms of providing input to the E911 Board members.

Individuals wishing to speak before the E911 Board on any scheduled agenda item(s), should register the issue on the "Issues List" provided at the sign-up table inside the meeting room. Telephone conference attendees should send an email request to penney.taylor@dms.myflorida.com.

When addressing the Board, please state your name and organization for the record and speak clearly into the microphone. Time permitting, five minutes may be allowed for each speaker.

E911 BOARD MEETING MINUTES

Meeting Dates:

E911 Board Meetings
July 9-10, 2014
Rosen Shingle Creek Hotel
Orlando

Wednesday, July 9, 2014 and Thursday, July 10, 2014 beginning time 9:00 a.m. until conclusion of business

Board Members in meeting attendance:

Laurene "Laurie" Anderson, Charlotte County
Carolyn Dill-Collier, 911 Coordinator, St. Lucie County
John Ford, Chairman – Bureau Chief, DMS - Division of Telecommunications
Stan Greer, Area Manager – External Affairs, AT&T
Benjamin "Ben" Guthrie, 911 Coordinator, Gulf County
Sandra "Sandy" Khazraee, Regulatory Affairs Director, Southern Region, Century Link
David "Dave" Konuch, Attorney, Florida Cable Telecommunications Association
Dale Mitchell, 911 Coordinator, St. Johns County
Ira Pyles, 911 Coordinator, Hillsborough County

Board Member(s) unable to attend meeting due to other conflict:

Tom Nadler, Manager, Sprint

Staff in meeting attendance:

Clark Jennings, Legal Counsel, Office of the Attorney General
Kent Raheb, Technical Support, DMS-Division of Telecommunications
Penney Taylor, Administrative Support, DMS-Division of Telecommunications

Public in meeting attendance:

Derek Alvarez, Frequentis
Melanie Becker, CenturyLink
Steve Bosak, Essential MET
Silas Daniel, Sumter County

Public in meeting attendance (continued):

Ford Frey, CenturyLink
David Gleason, TCS
Keith Godwin, Alachua County
Mark Grady, INdigital Telecom
Tim Gundlach, TGRA
Eric Hartman, INdigital Telecom
Greg Holcomb, Lake County
Steve Irving, AGENT511
Darren Light, AT&T
Jay Malin, AGENT511
Don Nagle, LR Kimball
Susan Nelson, Cassidian
Tim Roberts, Carousel Industries
James Robinson, AK Associates
Rob Sterner, Federal Engineering
Dina Walker, Seminole County

Staff Members and Public Members participating via telephone conference:

Jeff Barbacci, Thomas Howell Ferguson, P.A.
Kimberly Bickley, Administrative Support, DMS-Division of Telecommunications
Tricia Davis, Volusia County
Ray Eslinger, Nassau County
Belinda Farmer, Walton County
Wink Infinger, Statewide 911 Coordinator, DMS-Division of Telecommunications
Adrienne Jones, Administrative Support, DMS-Division of Telecommunications
Donald Lamb, Technical Support, DMS-Division of Telecommunications
Rachel Love, Wakulla County
Stacy Needham, Manatee County
Jennifer Payne, Suwannee County
Tim Roberts, Carousel Industries
Deborah Sands, Brevard County
Vanessa Thompson, Putnam County

(Some telephone conference participants may not be listed as no email was received acknowledging their participation.)

Wednesday, July 9, 2014 beginning at 9:00 a.m. until conclusion of business

1. Call to Order

Meeting called to order at approximately 9:00 a.m.

The meeting started with Mr. Ford welcoming Laurene “Laurie” Anderson newly appointed Board Member and acknowledge Mr. Greer in his role as Vice-Chair of Board.

Staff conducted roll call. Of the current ten Board members eight present at roll call. Ms. Khazraee participated via telephone conference due to medical issues. Mr. Pyles informed Board staff that he would be late for this meeting. Mr. Nadler was not available for this meeting.

Roll call for staff members was conducted. Public members attending this meeting and participating in the telephone conference were requested to acknowledge their participation by signing the sign in sheet or by sending an email to staff to assure that they would be properly noted in the meeting minutes. Public members with issue(s) to be presented to the Board for consideration were requested to list their issue on the issue(s) list as provided or to send the issue(s) via electronic mail to staff.

2. Approve Meeting Minutes for the June 11-12, 2014 E911 Board Meetings

Meeting minutes from the June 11-12, 2014 E911 Board meetings were reviewed by the Board. Some modifications as received after the initial draft was sent out were updated to the Board. Mr. Konuch requested that under the continued discussions for the E911 Board Strategic Initiative – Text-to-911 White Paper that staff provide clarity for the actual discussions as currently noted.

Staff agreed to listen again to the meeting transcription and provide language to clearly state the discussions as held. Staff also agreed to send suggested update language to Mr. Konuch for review before posting to the E911 website.

Mr. Guthrie made a motion to adopt the June 11-12, 2014 meeting minutes with the noted modifications and pending update. Ms. Dill-Collier seconded the motion that carried 7-0. Mr. Ford, Mr. Nadler and Mr. Pyles were not available for this vote.

3. Discuss 2015/2016 Wireless Service Providers Cost Recovery Proposals

The following Wireless Service Provider Cost Recovery Proposals for the 2015/2016 fiscal year were scheduled and reviewed face-to-face or by telephone with the Board. Each presenter was informed before reviewing the cost proposals that all information should be discussed in a manner as not to disclose any confidential or proprietary information as this is a public meeting.

Some service providers provided updates to the 2013/2014 and 2014/2015 Cost Recovery Proposals. Each service provider provided an update on Text-to-911.

Cellular South

Candice Miller

Other issue(s) discussed:

FemtoCell

Mr. Konuch stated that the Board has had previous discussion related to femtocell and questioned if there were any pending issues related to the femtocell methodology. Mr. Greer responded that he did not think so. However, in the absence of Mr. Nadler who has a better knowledge of this technology; Mr. Jennings stated that from his memory the location identification was the femtocell itself and not the location of where the caller was in the general area. Mr. Greer and Mr. Konuch agreed with Mr. Jennings.

It is the consensus that the femtocell technology would be considered as reimbursable costs.

4. Old Business

Board Member Appointments

Staff informed the Board that the status was the same for the wireless position that only one name had been submitted for the vacant wireless Board seat. Also, the Governor's Appointment Office is working on Mr. Greer's reappointment.

Discuss 2015/2016 Wireless Service Providers Cost Recovery Proposals (continued)

Sprint

Peggy Clattenburg

Mr. Ford rejoined the meeting and provided an overview of the remaining agenda items.

5. E911 Board Rules, Rule Development and Status Report

2014/2015 Regulatory Plan

Mr. Jennings informed the Board that statute and legislature now requires that all regulatory agencies submit annual regulatory plan of action for upcoming fiscal year. This plan is submitted to the President of Senate, Speaker of the House and Office of Fiscal Regulatory Reform for review, opinion and oversight.

Mr. Jennings also informed the Board that the 2014/2015 Regulatory Plan on behalf of the Board had been submitted to the appropriate parties and reviewed it with the Board.

Other issue(s) discussed:

- Multiple Year Maintenance Agreements
- Prepaid Collection Workshop for Rule Development
- Rule Development

Mr. Jennings stated that the State Grant Program Application has been filed with the Office of Fiscal Accountability and Regulatory Reform (OFAR) and should be noticed in the Florida Administrative Register for rulemaking. If there are no issues the application effective date should be around September 1, 2014. The Statement of Estimated Regulatory Cost (SERC) form has been completed to state that there will be no estimated regulatory costs.

Discuss 2015/2016 Wireless Service Providers Cost Recovery Proposals (continued)

AT&T

Tina Fischer

Wireless Service Provider 2013/2014 Modified Cost Recovery Proposals

Mr. Greer made a motion to accept the modified 2013/2014 Cost Recovery Proposals as submitted. Mr. Guthrie seconded the motion that carried 8-0. Mr. Nadler and Mr. Pyles were not available for this vote.

6. Discuss the recommendation(s) and vote on items from confidential data

Wireless Service Provider Cost Recovery Consent Agenda

The following wireless service provider cost reimbursement invoice(s) were reviewed for payment authorization:

Ms. Dill-Collier made a motion that payment authorization for Item 1, as listed on the Wireless Service Provider Cost Recovery Consent Agenda in the total amount of \$339,211.61 be approved. Ms. Mitchell seconded the motion that carried 8-0. Mr. Nadler and Mr. Pyles were not available for this vote.

Discuss the recommendation(s) and vote on items from confidential data (continued)

Ms. Dill-Collier made a motion that payment authorization for Item 2, as listed on the Wireless Service Provider Cost Recovery Consent Agenda in the total amount of \$44,759.15 be approved. Mr. Guthrie seconded the motion that carried 8-0. Mr. Nadler and Mr. Pyles were not available for this vote.

Ms. Dill-Collier made a motion that payment authorization for Item 3, as listed on the Wireless Service Provider Cost Recovery Consent Agenda in the total amount of \$288,279.74 be approved. Mr. Guthrie seconded the motion that carried 8-0. Mr. Nadler and Mr. Pyles were not available for this vote.

Mr. Greer filed Form 8A.

Mr. Ford requested that Mr. Jennings explain the Conflict of Interest Form (8A) for the benefit of the newly appointed Board member.

7. Other Business

Legislative Update

Mr. Ford informed the Board that the E911 Bill had been signed by the Governor and is effective.

Mr. Ford also informed the Board that there are a number of legislative changes that will be addressed in the August Board meeting. However, to address specific concerns, Mr. Ford opened the floor for specific concerns from the Board.

Mr. Greer stated that from his review of the current legislation in an effort to keep his company updated he noticed that the current legislation has language different from what is currently in rule related to network sharing and hosting. However, Mr. Greer informed the Board that he has since been updated by Mr. Jennings that updated language is included in pending rule development to address the hosting concern.

Other issue(s) discussed:

- Special disbursement and specific months to utilized for revenue decline (June –November)
- Calculation to use for special disbursements and potentially up to three special disbursements
- Letter to four counties affected with declining fee change
- Impact on grants

Discuss 2015/2016 Wireless Service Providers Cost Recovery Proposals (continued)

Southern LINC
Jean Martin

Lunch Break

After lunch recess the Board continued discussions related to the Wireless Service Providers Cost Recovery Proposals.

Issues discussed:

- 2013/2014 Cost Recovery Proposal totals (\$9.1 million) versus Actual and estimated costs reimbursements (\$7.7million).
- 2014/2015 Cost Recovery Proposal Updates
Mr. Guthrie made a motion to accept the modified 2014/2015 Cost Recovery Proposals in the total amount of \$10,173,614.86. Ms. Dill-Collier seconded the motion that carried 8-0. Mr. Nadler and Mr. Pyles were not available for this vote.
- 2015/2016 Cost Recovery Proposals
Ms. Mitchell made a motion to accept the modified 2015/2016 Cost Recovery Proposals in the total amount of \$7,657,928.14. Ms. Dill-Collier seconded the motion that carried 8-0. Mr. Nadler and Mr. Pyles were not available for this vote.

Other Business (continued)

Lake County Update

Mr. Holcomb as Chairman of FirstNet Technical Committee provided an update to the Board related to the Florida Net Board and the initial Technical Kick-off meeting scheduled to be held July 17th at the Florida Highway Patrol Turkey Lake Plaza Office. This meeting is scheduled to discuss methodologies for reviewing data collection pertaining to broadband data usage and coverage models across the state.

Future Meeting Schedule

Alachua County has requested that the Board consider hosting a meeting in the Gainesville area at the earliest convenience.

8. Discuss Rural County and State Grant Program Quarterly Reports and Change Requests

Mr. Raheb reported that there were change request to be presented to the Board for consideration at this meeting.

State Grant Program Reimbursable Grant Process

The first State Grant Program payment reimbursement request has been received and validated for payment authorization that should be processed within the next 2 weeks.

Jackson County

Jackson County grant review process is completed with funds in the amount of \$19,468.92 being returned to the Board that involved four grants.

9. Discuss E911 Board Statewide Strategic Initiatives

Interim Text-to-911 White Paper

Mr. Infinger discussed updates on the draft Interim Text-to-911 White Paper with the Board. Mr. Infinger informed the Board that also included along with the White Paper was a suggested recommendation as requested by the Board.

Mr. Ford requested that the Board take time to review white paper for discussions.

Mr. Pyles joined the meeting during these discussions.

The following issue(s) were discussed related to the draft interim Text-to-911 White Paper:

- Funding
- PSAP Functionality Options
- Volume of Text-to-911 Calls
- Service Provider alternative routing (Infinger to verify)
- Complete I3 Next Generation

Mr. Infinger informed the Board that the text-to-911 information as presented includes everything from legal aspects to text-to-911 alternatives from text control centers.

Recommendations

Mr. Greer expressed that the Board focus on funding for methodology that lends most to next generation.

Discuss E911 Board Statewide Strategic Initiatives (continued)

Interim Text-to-911 White Paper

Mr. Konuch made a motion to fund bandwidth up to amount for MFN for I3 or web solution.

Mr. Ford suggested that the Board wait for presentations then determine best action approach.

Mr. Konuch agreed and withdrew the motion.

Final Report – Public Safety Answering Point (PSAP) Requests for Service for Interim Short Message Service (SMS) Text-to-9-1-1

Mr. Infinger informed the Board that the Federal Communications Commission, Communications Security, Reliability and Interoperability Council (FCC CSRIC) Final Report – PSAP Requests for Service for Interim SMS Text-to-9-1-1 was included in the meeting package as informational only.

Meeting Recessed

Thursday, July 10, 2014 beginning time 9:00 a.m. until conclusion of business

Meeting reconvened with staff acknowledging that all current Board members were participating in this meeting with the exception of Mr. Nadler.

Public members attending this meeting and participating in the telephone conference that did not participate on Wednesday were requested to acknowledge their participation by signing the sign in sheet or by sending an email to staff to assure that they would be properly noted in the meeting minutes.

10. AGENT511

Text to 9-1-1

Text Control Center Presentation

Presenters: Jay Malin, Managing Director
Steve Irving, VP Sales & Business Development

11. Discuss confidential data related to provider revenues by county, discrepancies, disbursements and provider invoices. All confidential information discussed in a manner as not to disclose any confidential information and/or trade secrets.

Mr. Barbacci reviewed confidential data related to the wireless and non-wireless April 30, 2014 monthly disbursements to counties and financial statements.

The Board was informed that issues continue to be encountered with remittance reports from some companies and with fluctuations of subscribers from some companies.

Discuss the recommendation(s) and vote on items from confidential data (continued)

Wireless

Wireless financial reports for the period ending April 30, 2014 were reviewed and discussed by the Board.

Ms. Dill-Collier made a motion to authorize distribution of wireless revenues in the amount of \$4,090,391.11. Mr. Guthrie seconded the motion that carried 9-0. Mr. Nadler was not available for this vote.

Discuss the recommendation(s) and vote on items from confidential data (continued)

Nonwireless

Nonwireless financial reports for the period ending April 30, 2014 were reviewed and discussed by the Board.

Mr. Guthrie made a motion to authorize distribution of nonwireless revenues in the amount of \$3,363,021.43. Ms. Dill-Collier seconded the motion which carried 9-0. Mr. Nadler was not available for this vote.

Financial Statement

As information to the newly appointed Board member, Mr. Barbacci started the review of the Financial Statement by stating that the nature of a compilation report is to compile all the remittance reports received. Mr. Barbacci also stated that these reports are not audited or reviewed and often not independent as stated in the financial statement.

Mr. Barbacci gave an overview of financials for the period ending April 30, 2014 which included a summary of liabilities, deposits and pooled investments, trust fund balance, revenues, expenditures and subsequent events.

Provider Cost Recovery Reimbursement

Mr. Barbacci gave an overview of the statement for Provider Cost Recovery Reimbursements.

Text to 9-1-1 Presentations (continued)

INdigital

Text to 9-1-1

Presenters: Mark Grady, Founder
Eric Hartman, Core Services, Logistics

Discuss E911 Board Statewide Strategic Initiatives (continued)

Interim Text-to-911 White Paper

The Interim Text-to-911 Initiative discussions continued with Mr. Greer stating that he had reviewed the Board's long term initiatives and as of this Wednesday meeting expressed that he had concerns with any short term initiative costs in the estimated amount of \$2.8 million that did not get the Board moving in the right direction for long term. Mr. Greer questioned the benefit of option 3 (SMS to PSAP IP/SIP -i3ESInet) as included in the white paper and requested that Mr. Infinger gave an update on this option related to a long term initiative.

Mr. Greer stated that since he has been appointed to the Board that no movement has been made on the proposed statewide project. Mr. Greer also stated that the Board should develop a plan to start the procurement process and establish implementation timeframes.

Other issues discussed:

- Statewide text initiatives
- Independent Business Case Study
- Legislative Budget Request (\$350,000)
- Next Generation Standards
- Pricing Calculation and Limitations (based on circuit and cost per workstation)

The Board discussed concerns related to the suggested text-to-911 options and them not meeting long term next generation objectives and that some equipment cost would be required to provide connectivity.

Mr. Pyles questioned if the priority would be to have text-to-911 statewide or next generation.

Mr. Greer stated that at this time call volume is unknown; however, text-to-911 does not appear to involve a large call volume.

Other issues discussed:

- True Cost
- Clarification on need for internet service
- Reimbursement based on connectivity

Discuss E911 Board Statewide Strategic Initiatives (continued)

Interim Text-to-911 White Paper

Mr. Greer offered a motion based on discussions and with the understanding that reimbursement would be requested based on connectivity and no hardware (web browser, IP/ \$45 per seat) that the Board provides funding.

Mr. Ford stated that he would like the motion and resolution to be broader and state that the Board is supportive of the report as written and supportive of text-to-911 deployment. Mr. Ford also stated every county should be encouraged to start down path of implementing text-to-911 and as a part of that the Board is willing to support the actual cost of deployment without hardware included up to the number and network elements as presented in the report.

Mr. Greer agreed to suggestions for motion. Mr. Konuch seconded the motion with the recommendation that work be done on wordsmithing with input from all members for the final recommendation. The motion carried 9-0. Mr. Nadler was not available for this vote.

Other Business (continued)

Board Member

Mr. Jennings reported that he had been informed that Mr. Nadler could not reach because he was out of the country due to a death in the family.

Future Meeting

The August E911 Board meeting is scheduled to be held in the Destin area at the Hilton Hotel, August 13-14, 2014.

12. Discuss Fee Allocation Percentages and the Emergency Communications Number E911 System Fund (E911 Trust Fund)

Mr. Ford commented that as the Board did not speak specifically to the allocation percentages, No action would be taken at this time on the fee level as the prepaid legislation is now complete. Mr. Ford also stated that with the dialogue around the interim payments and methodology to be utilized for the January and February 2015 shortfalls would be discussed further in future meetings.

Other Business (continued)

Public Comments

➤ Educational Training Funding Request

Ms. Nelson on behalf of the Florida Chapter of the National Emergency Number Association (NENA) submitted a request for educational funding of Geographic Information Systems (GIS) training.

Training for these classes will be three days in length with up to twelve attendees per class. The first two days of the training will consist of instruction of ESRI GIS fundamentals, and the third day will be hands on instruction with participants' data and projects. It is proposed that one class be held in the northern/panhandle part of the state, and another in the central/southern part of the state. The total cost for both classes is \$14,400 inclusive of course materials, text books, and all instructors' costs.

The Board is of the consensus that counties will be polled for interest and strongly recommends that participating counties should have ESRI, access to ESRI, ordering ESRI, and/or considering ESRI for future use before signing up to attend this training.

Ms. Dill-Collier made a motion to accept the funding proposal with the stipulation that locations for training would be determined at a later date. Ms. Mitchell seconded the motion that carried 9-0. Mr. Nadler was not available for this vote.

13. Adjourn

Next scheduled meeting:
August 13-14, 2014, 9:00 a.m. until conclusion of business
LOCATION: Hilton Hotel, Destin

PWT/pwt

Femtocell

In telecommunications, a **femtocell** is a small, low-power cellular base station, typically designed for use in a home or small business. A broader term which is more widespread in the industry is small cell, with femtocell as a subset. It connects to the service provider's network via broadband (such as DSL or cable); current designs typically support two to four active mobile phones in a residential setting, and eight to 16 active mobile phones in enterprise settings. A femtocell allows service providers to extend service coverage indoors or at the cell edge, especially where access would otherwise be limited or unavailable.

A femtocell is a wireless access point that improves cellular reception inside a home or office building.



The device, which resembles a wireless router, essentially acts as a repeater. The device communicates with the mobile phone and converts voice calls into voice over IP (VoIP) packets. The packets are then transmitted over a broadband connection to the mobile operator's.

For a mobile operator, the attractions of a femtocell are improvements to both coverage and capacity, especially indoors. Consumers benefit from improved coverage and potentially better voice quality and battery life. Depending on the carrier they may also be offered more attractive tariffs, e.g., discounted calls from home.

Femtocells are an alternative way to deliver the benefits of [fixed-mobile convergence](#) (FMC). The distinction is that most FMC architectures require a new (dual-mode) handset which works with existing unlicensed spectrum home/enterprise [wireless access points](#), while a femtocell-based deployment will work with existing handsets but requires installation of a new access point that uses licensed spectrum.

State of Florida

Statewide Interim SMS Text-to-911 Initiative

August 11, 2014



DRAFT

Division of Telecommunications

Public Safety Bureau

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Executive Summary

Providing citizens of Florida with a comprehensive statewide emergency telecommunications “911” system requires that appropriate technological modifications are made to the existing system based on changes in the communications services and emerging technologies. A multi-year transition and improvement progression was required to enable wireless technologies and enable Florida’s Enhanced 911 (E911) system to locate cellular 911 callers. The immediate system improvement required is the incorporation of technical modifications to provide 911 text messaging capabilities for the citizens and visitors of Florida, especially the deaf, hard of hearing, and speech disabled.

Statewide Short Message Service (SMS) interim text messaging to 911 (text-to-911) services are being approached as a short-term strategic initiative to allow the single code “911” as the emergency number for emergency messages to a Public Safety Answering Point (PSAP). The E911 Board and the counties are already dealing with E911 system upgrades and developing adequate funding models to maintain the existing E911 system and the long-term modernization of Florida’s E911 system to a Next Generation 911 (NG-911) system.

Text-to-911 has been under development by the major wireless carriers through the use of their existing “best-effort” Short Message Service (SMS). Text-to-911 is not being considered as an interim service, but utilization of SMS is an interim solution. This solution, limited to the transmission of text only, is being provided as a short-term solution to work with E911 and NG-911 call-taking systems until Multimedia Messaging Service (MMS) is implemented. MMS will allow for the

simultaneous transmission of text, photos, video, and various other media formats in the NG-911 environment.

Currently emergency communication in a “text” format is only available through the E911 system’s special text telephone devices or features known as Teletypewriter (TTY), also known as Telecommunications Devices for the Deaf (TDD), at the PSAPs for access by persons with disabilities. These individuals are discarding their specialized TDDs in favor of their wireless provider’s SMS text messaging communications providing the necessity to incorporate SMS text-to-911.

This Statewide Interim SMS Text-to-911 Initiative Plan details the challenges, projects and activities proposed for the implementation and operation of 911 text messaging services. It includes funding requirements, planning, design and implementation for the technical, operational and training requirements for adding SMS interim text-to-911. The short-term modifications detailed in this strategic plan will require a concerted coordinated effort of all counties and PSAPs comprising Florida’s E911 system.

Strategic Goal

Assure sufficient funding and provide coordination, training, and technical assistance to promote and enable text-to-911 deployments throughout Florida.

Strategic Initiative

In recognition that NG-911 services are a few years away, the E911 Board and the Department of Management Services (DMS) are working with the industry in an effort to move forward on a critical short-term NG-911 component, the ability to provide text notifications of emergencies to PSAPs. The E911 Board has worked with DMS, the providers, vendors and counties on the development of this statewide implementation and educational plan.

Introduction

Any visitor or citizen’s ability to obtain emergency assistance statewide by contacting 911 is a critical feature of public safety services. E911 services route and transfer 911 calls to answering centers for the appropriate responding agency. E911 systems are designed to automatically provide the caller’s telephone number for call back purposes with the location of the caller. These E911 services provide citizens with rapid, direct access to the appropriate public safety agencies reducing response time. Next Generation 911 is a very broad initiative requiring new technologies for incorporating video, data and voice. Due to the complexities, and cost, full implementation of Next Generation 911 make it a long-term initiative. However, in the short-term the critical public safety service of text-to-911 is being singled out for aggressive deployment.

Florida’s PSAPs currently receive 911 voice calls and TDD text format messages for deaf, hard of hearing, and speech disability communities on landline calls. From wireless phones PSAPs only receive 911 voice calls. Despite the cellphone’s ability to send text messages, the PSAP cannot receive text messages.

Future NG-911 systems are being designed to receive voice, text, or video 911 calls from any communications device. Short Message Service (SMS) was selected for the interim solution for 911 texting between the subscribers and the PSAPs. The service is the most commonly available carrier texting technology that could be implemented with no carrier architecture modifications.

Through a cooperative wireless service provider and public safety association agreement and subsequent Federal Communication Commission¹ (FCC) regulatory action, text messaging to 911 is available through SMS interim text-to-911 services. Currently, these services are recommended for immediate implementation but have not been mandated. The implementation of text-to-911 is anticipated to assist wireless subscribers that use text messaging as their primary means of communication. In addition to providing the direct access to 911 public safety telecommunicators for the deaf, hard of hearing, and speech disability communities, 911 text messaging will be available to all subscribers for emergencies where audible conversations could be a safety issue.

Historical Background

The FCC, industry and public safety organizations have been working to enable consumers to send texts to 911 PSAPs. The FCC established the Emergency Access Advisory Committee (EAAC), which recommended SMS text be used to provide interim text messaging to 911 since SMS was already used for the service provider's text service. In December 2010, the FCC issued a Notice of Inquiry on NG-911 and conducted a comprehensive proceeding to address NG-911. The FCC extended reply comments until February 2012, on ways to examine and accelerate text-to-911 development and the deployment of NG-911 systems. The FCC examined different approaches for short-term and long-term options² for sending texts to 911.

On December 6, 2012, the four largest wireless carriers AT&T, Verizon, Sprint Nextel, and T-Mobile USA, with the National Emergency Number Association (NENA) and the Association of Public Safety Communications Officials (APCO) submitted an agreement³ where the carriers volunteered to offer their subscribers interim SMS text-to-911 services by May 15, 2014, established with certain parameters:

- Limited to the wireless provider's existing SMS "best-effort service" capabilities
- Implemented using the three digit short code "911"
- Available on subscriber's home wireless network with no roaming capability
- Based on the Alliance for Telecommunications Industry Solutions ("ATIS") industry standard⁴ solution, which was subsequently completed in March 2013
- PSAP implementations based on a letter requesting to receive text messages. This request starts an provider implementation period that is not to exceed six months based on:

¹ The Federal Communications Commission web page covering text-to-911 is at URL <http://www.fcc.gov/encyclopedia/best-practices-implementing-text-911>

² Short Message Service (SMS), IP-based Messaging, Real time text (RTT)

³ See Appendix 1 - [AT&T, Verizon, Sprint Nextel and T-Mobile USA, NENA & APCO Agreement](#)

⁴ In March 2013, ATIS and TIA released the Joint Native SMS-to-9-1-1 Requirements and Architecture Specification. The subsequent ATIS/TIA Implementation Guidelines document for ATIS/TIA J-110-STD was released in November 2013.

- The PSAP letter indicating the delivery method and that they are ready to receive 911 text messages; and
- The appropriate governing authority has specifically authorized the PSAP to accept text-to-911 messages.

On December 13, 2012, the FCC issued a Further Notice of Proposed Rule Making (FNPRM) seeking comments on the bounce-back issue. This function provides the 911 text sender a message advising the user to use another public safety contact method indicating that text is not currently available. It also included other issues including:

- Public education on the capabilities, limitations and availability of text-to-911; and
- When possible encourage the use of existing voice 911 services.

The Alliance for Telecommunications Industry Solutions (ATIS) technical standard detailed the architecture of Text Control Centers (TCC) and the PSAP delivery methods for the text-to-911 service along with processes and procedures used to support PSAPs.

The FCC's, May 2013, Text-to-911 Report and Order established bounce-back requirements on covered text providers. By June 30, 2013, the bounce-back message had been implemented by the four largest wireless carriers. The FCC required the remaining carriers to implement bounce-back messages by September 30, 2013.

The FCC's second FNPRM⁵ on text to 911 has been published in Federal Register. Comments were received through April 4, 2014, and reply comments were due by May 5, 2014. A proposed requirement is for all service providers to provide interim SMS text-to-911 availability by the end of December 2014.

In addition, the current FCC Communications Security, Reliability and Interoperability Council CISRIC Working Group is working on recommendations including testing, standard operational procedures, and security best practices.

In 2013, AT&T Mobility, Verizon, T-Mobile and Sprint provided text-to-911 capability presentations to the E911 Board. Text control center providers and 911 call taking equipment manufacturers including TeleCommunication Systems, Intrado and Cassidian, provided text-to-911 presentations to the E911 Board for an understanding of the technical abilities and challenges.

AT&T, Verizon, Sprint, and T-Mobile have developed contracts with text control center providers to provide texts to the 911 PSAPs. Methods include text-to-TTY interface, IP Web browsers, and IP gateway solutions, which have been released for installation in May 2014. The information from the text control center provider's IP gateway and service delivery options have been released; however all of the features are not currently available. Technical connectivity issues, existing county 911 equipment limitations and projections of county equipment upgrade needs and funding are continually changing. This report addresses the basic requirements for the statewide initiative.

⁵ Federal Register at <http://www.gpo.gov/fdsys/pkg/FR-2014-03-05/pdf/2014-04731.pdf>

AT&T and Sprint have selected Intrado as their TCC provider. Verizon and T-Mobile have selected TCS as their TCC provider. There have been concerns raised on the text control centers interoperability and interconnection that should be addressed. In addition, at least one provider has voiced concerns on the text-to-TTY option because of numerous issues including that it could block 911 voice calls since TTY utilizes the same 911 trunking system (see Appendix 8).

Government Authority (Governance)

The E911 Board and the Department provide unified leadership for E911 on state 911 issues through planning and coordination. To further improve E911 service statewide, DMS assists the E911 Board in developing, implementing and managing grant programs for the counties. These programs assist counties with needed funding for E911 system maintenance, upgrades, and replacements. These efforts are also leading the way for the next generation of Internet Protocol (IP)-based 911 systems and pilot projects involving county and regional Emergency Services IP Network (ESInets).

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

The Department has the responsibility for statewide coordination of 911 and E911 services including the Emergency Communications Number E911 State Plan (State E911 Plan). The State E911 Plan is a statewide plan for implementing and maintaining E911 services, thereby establishing the framework for a statewide emergency E911 communications system. In developing the State E911 Plan, DMS and county 911 coordinators use a continuous process of information exchange with the appropriate representatives from local governments and the industry, thereby incorporating a true statewide approach to E911 system planning. Representatives from each of Florida's 67 counties and the 911 industry are involved in this process. The exchange of information assists in identifying new and innovative approaches to all aspects of the E911 system. For the purpose of carrying out the provisions of the State E911 Plan, the statewide E911 coordinator has been authorized to coordinate the activities of the system with state, county, local, and private agencies. In implementing the system, the statewide E911 coordinator consults, cooperates, and coordinates with public safety agencies. The Department works with all 67 counties and the E911 Board for effective delivery of E911 services statewide.

The E911 Board is established under section 365.172, Florida Statutes, to administer the fee imposed under subsection (8), with oversight by DMS. These responsibilities include receiving revenues derived from the fee and distributing portions of such revenues to providers, counties, and DMS. The Board advocates E911 issues related to system functions, features, and operations to enhance 911 services in Florida. The Board considers emerging technology and related cost savings for the benefit and safety of our residents and visitors. The E911 Board provides coordination, support, and technical assistance to counties to promote the deployment of advanced

911 and E911 systems in Florida. It also provides coordination, technical and financial support for educational opportunities related to Florida's E911 issues for the 911 communities. Revenues derived from the E911 fee are distributed each month to counties per section 365.173, Florida Statutes. The funds collected and interest earned are appropriated for E911 purposes by the county commissions.

With text-to-911, SMS text is being incorporated into the E911 service. In paragraph 365.172(2)(bb)⁶, Florida Statutes, the voice communications services definition includes communications services as defined in subsection 202.11(1)⁷, Florida Statutes. These definitions provide for the transmission, conveyance, or routing of voice, data, audio, video, or any other information or signals, through the use of any technology, which actually provides access to E911 services.

The Federal Communication Commission (FCC)⁸ is encouraging state-level governance of the development and deployment of NG-911. This state-level governance is seen as the way to successfully transition to statewide NG-911 and eventually lead to the implementation of a national 911 system.

Jurisdictional Considerations

The State E911 Plan establishes the Board of County Commissions in each county as the responsible fiscal agent. In Florida, the county E911 systems are under the direct control of the 67 Boards of County Commissioners. Each county board designates a county 911 coordinator to act as the single point of contact for the DMS, the PSAPs and for coordinating effective delivery of E911 services in the county.

This plan details the efforts for a statewide implementation of text-to-911; however, this cannot be accomplished without the implementation efforts of the counties. The counties are the appropriate 911 service governing authority to provide the authorization for their PSAP(s) to accept text-to-911. A sample NENA letter for this authorization is provided in Appendix 6. The wireless service provider's receipt of the county's request to receive the texts starts the provider's six months implementation period.

Regional and multi-county approaches are not discouraged; however, these will require mutual aid agreements in accordance with paragraph 365.171(4)(c), Florida Statutes and the State E911 Plan

⁶ "Voice communications services" means two-way voice service, through the use of any technology, which actually provides access to E911 services, and includes communications services, as defined in s. 202.11, which actually provide access to E911 services and which are required to be included in the provision of E911 services pursuant to orders and rules adopted by the Federal Communications Commission.

⁷ "Communications services" means the transmission, conveyance, or routing of voice, data, audio, video, or any other information or signals, including video services, to a point, or between or among points...

⁸ Federal Communication Commission in their February 27, 2013, Report to Congress "Legal and Regulatory Framework for Next Generation 911 Services" recommended State action on NG-911. "Local and state public safety authorities should retain their primary responsibility for the deployment and configuration of 911 and NG911 services, but Congress should encourage states to establish or empower state 911 boards or similar state-level governance entities to provide technical and operational expertise necessary for the development and deployment of NG911."

to accept text-to-911 messages for the geographic area and for all PSAPs that would be served by the joint venture.

Liability Considerations

Indemnification and limitation of liability is detailed in subsection 365.172(11), Florida Statutes for 911 and E911 services. The NET 911 Improvement Act of 2008 and the Next Generation 9-1-1 Advancement Act of 2012 provided parity to traditional and non-traditional 911 and NG-911 service providers. The FCC is also reviewing the liability protection issues for all parties on the subject of sufficient liability protection.

In addition to the issue of sufficient liability protection, there is the concern on the liability if text-to-911 is not implemented. While the Department of Justice (DOJ) is apparently considering revisions to the Title II Americans with Disabilities Act (ADA) regulations, there has been no future action on their Advanced Notice of Proposed Rulemaking comments. Based on the DOJ comments⁹ in the FCC Deployment of Text-to-911 and Other Next Generation 911 Applications FNPRM, it is likely that future DOJ requirements will be issued. There were notable issues in the DOJ response, including:

- ...“under § 35.161(a) of the current title II regulation, PSAPs must, at a minimum, use TTYs or other equally effective telecommunications systems to communicate with individuals with hearing and speech disabilities.”
- ...“PSAPs are required under the existing title II regulation to accept TTY calls from persons with disabilities, even if they originate as SMS calls, subject to the established defenses of fundamental alteration and undue financial and administrative burdens.”
- “If title II entities choose to accept SMS calls from individuals with disabilities through an IP system, the Department would consider that as using an equally effective telecommunications system; thus, such entities would be in compliance with § 35.161(a).”

With the provisioning of an interim SMS text-to-911 capability by the service providers, even if it is voluntary, there is a legal concern if the counties do not chose to accept text-to-911 from the carriers.

Technology Considerations

Enhanced 911 cellular services are usually routed based on the cell site and sector location, and the call includes the number identification with a means to query the identification of the cell tower. While the SMS text-to-911 messaging is similar to Wireless Phase I, SMS uses the centroid of the cell sector for routing.

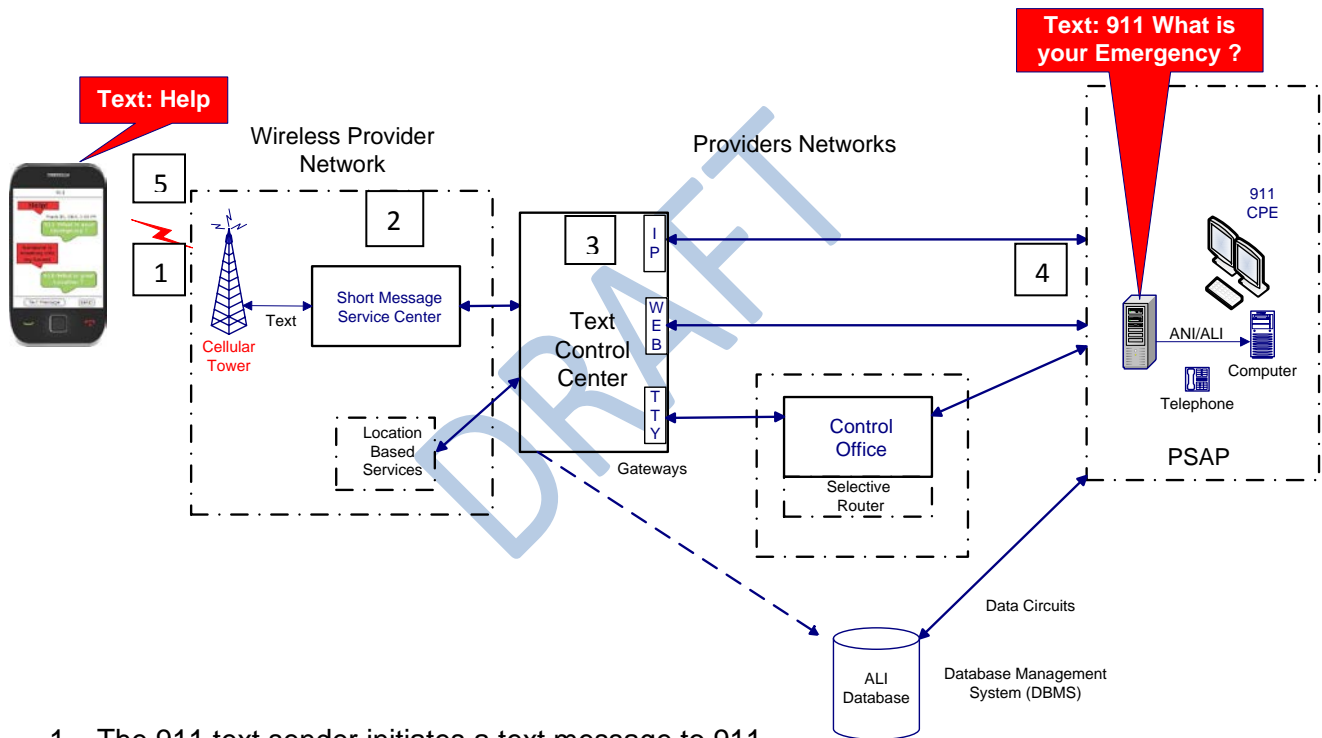
Cell sector coverage does not follow county or jurisdictional boundaries. The interim SMS text-to-911 will need to have transfer capabilities to adjacent PSAPs to redirect the text messages if they

I. ⁹ FCC response from DOJ at <http://apps.fcc.gov/ecfs/document/view?id=7022129201>

are not routed to the appropriate PSAP. Without transfer capabilities, adjacent counties will need to establish policies for handling 911 text messages intended for their neighboring counties.

The wireless carriers are using Text Control Centers to process messages from the 911 text message sender to the appropriate PSAP. The TCCs are using NG-911 core functions to deliver the interim SMS text-to-911. Progress has been made for multiple carriers to deliver text messages to individual PSAP using a single TCC provider. TCC providers are working on interoperability issues to provide message transfers with each other. Recently the TCC providers have issued service notifications that they are offering integration of multiple carrier connectivity and a single delivery method for all carrier SMS messages to the PSAPs.

Message Flow Options:



1. The 911 text sender initiates a text message to 911.
2. The wireless service provider/carrier processes the message and determines the course location of the 911 text sender.
3. The wireless carrier provides the message to the TCC, which accepts the SMS text.
4. The TCC provider converts the message, queries the wireless carrier for course location, and controls the routing to PSAPs. Messages are delivered based on the PSAP service option through TTY and an ALI database, Internet Protocol (IP), or a Web interface.
5. The TCC provider issues a bounce-back message to the 911 text sender if the PSAP for the service area is not able to accept SMS text-to-911.

Interim SMS Text-to-911 Service Limitations and Concerns

The text messaging service provided by wireless providers in their texting offerings is SMS service. It uses a store and forward process that provides no assurance to the sender or to the recipient that their messages are delivered and timely. The message has a 160 character limit and can be broken up for delivery; the service may not deliver the text message in order which can cause confusion. Additional concerns which need to be part of the public education include:

- SMS text messaging does not support photos, videos, or multiple recipients.
- Service providers treat voice 911 calls as emergency calls and provide priority delivery to the PSAPs. Text-to-911 is processed as any other text message. SMS is a “best-effort service,” which does not provide priority delivery of 911 text sender’s emergency messages for public safety response.
- The service is not part of the wireless voice services required to provide E911 Phase I and Phase II location services; coarse location information is available.
- The service is not supported when the subscribers are roaming and not on their home network.
- There is no delivery confirmation for any text-to-911 messages and the sender and 911 public safety telecommunicator do not receive any notification that their message was not delivered. (While this is a limitation, some TCC text-to-911 Web browser services now report provisioning of a delivery confirmation capability.)
- Language Translation Service capabilities and limitations need to be publicized.
- Non-service initialized mobile devices are not supported.

County Planning and Options

In Florida, county-oriented service is preferred and required by the State E911 Plan. It is up to the county whether there is one PSAP or multiple PSAPs in the county. It is also up to the county if text-to-911 is answered at one PSAP or more PSAPs in the counties.

In order for service providers to begin deployment of text-to-911 service for a PSAP, the county has to inform the provider that they are technically ready to receive 911 text messages and to specify the format of the messages. Each county should:

- Review all available text-to-911 information and alternatives for all PSAPs in the county.
- Determine the capability of the PSAP’s call processing system equipment to accept text-to-911 and any needed upgrades.
- Determine how network connectivity and related security will be provided. Options include the DMS MyFloridaNet (MFN) network, or utilization of an existing county network.
- Review the transfer capabilities of the TCC provider’s platform options.
- If the web browser capability is being requested, verify the Microsoft Internet Explorer, Firefox or Chrome version and whether separate computers and monitors are required, or if existing E911 system workstations have web browser capability.
- Develop a county implementation plan based on the text messaging implementation method before issuing a request for text-to- 911 services.

Detailed information and documents on text-to-911 resources and implementation planning are available from NENA at www.nena.org/text-resources. They have provided an Information and Planning Guide¹⁰, and included a PSAP questionnaire that is available as NENA's Appendix C¹¹. Just like with Enhanced 911 Wireless Phase I or II services, it is recommended that the request letter be sent by registered mail because the letter serves to establish the start date for the carrier implementation process.

NENA provides detailed information on implementation and testing. They have provided carrier implementation and test plans for reviewing and coordinating the steps needed for text-to-911 implementation. The TCC and service providers will coordinate the start date with the county coordinator based on the request letter. The coordinator should review the testing plans and provide any county specific testing procedures needed. The schedule for testing needs to be reviewed and agreed to by the county coordinator and the providers.

NENA has also provided information for ongoing operations. These include information on alternate and default routing plan management. Information is also provided for maintaining contact information for the carriers and the TCC providers. The contact information is planned to be located and maintained on the E911 website along with the existing wireless service provider information.

Text-to-911 Platform Options

The county has various options for the PSAP's implementation of text-to-911 until statewide NG-911 is deployed. The county will need to determine which option works best for their PSAPs. These options include:

1. SMS to PSAP TTY Option

Under this option, SMS text-to-911 messages are converted to TTY and sent to the selective router currently used for voice and TTY calls. The text messages conversion to TTY is provided at the text control center. The PSAP would receive the message over the existing TTY equipment. The PSAP equipment would query the ALI database for the cell tower centroid location of the 911 text message sender.

An item of concern is that each text-to-911 message session utilizes a 911 trunk until the individual text messaging session is ended. With the current trunking capacity of 911 trunks at Florida's smaller PSAPs, the trunks could be overloaded depending on the number of text-to-911 messages and the 911 trunk capacity. This would require additional trunk capacity and may affect the local exchange carriers' selective router capacity.

¹⁰ http://c.ymcdn.com/sites/www.nena.org/resource/resmgr/Docs/SMS_Text_Info_and_Planning.pdf

¹¹ http://www.nena.org/resource/resmgr/Docs/IPG_Appendix_C.docx

2. SMS to Web Browser Option

This option provides for text message receipt at a PSAP using a web browser furnished by the wireless service carrier/Text Control Center provider, which is installed at one or more PSAP call taker stations. This can be done with a separate computer workstation or through the existing call taking workstations, depending on the PSAP call taking manufacturer and equipment provider

Different web services may vary between TCC providers. The text-to-911 ATIS standard provides for a TCC to TCC interface that can serve as an aggregation point for all of the carriers. The TCC aggregation interface allows a single user interface for a common text-to-911 service for the 911 public safety telecommunicators.

Web browsers are available through two connection methods, the first uses Internet connectivity, which would be required on a 24 X 7 basis for each connected workstation. The second method utilizes a DMS MFN connection or a commercial Multiprotocol Label Switching (MPLS) network which provides the transport from the text control center provider. The IP-based text messaging traverses the network to capable PSAPs for the call taking equipment with the TCC's web browser.

3. SMS to PSAP IP/SIP (i3 ESInet) Option

This option provides for text message receipt at a PSAP using a standardized text-to-911 Session Initiation Protocol (SIP)/ Message Session Relay Protocol (MSRP) conforming protocol or the NENA i3 protocol. The text message is sent from the wireless service carrier/text control center provider, over the DMS MFN or a commercial MPLS network which provides the message to IP text messaging capable PSAPs which provides it to the call taking equipment. For statewide implementation this can be done with IP circuits to one or more TCC provider's gateways.

Security Considerations

Security threats to 911 system operations are not new to the public safety community. With IP technology involved in NG-911, cybersecurity is fundamental for protection of the 911 networks and systems to ensure continuity of operations. Also, the same privacy and confidentiality issues present in legacy system calls are present with the text-to-911 service for both the carriers and the public safety agencies.

A secure statewide network designed to prevent security breaches must be a primary consideration when designing and implementing the interim text-to-911 solution. The selected solution should assure that there are provisions for secure internet connections for any web server traffic. Intrusion prevention systems should be inherent in the network design and architecture.

With the existing wireless service provider and text control center providing security on their systems, the security concerns to the text message are typically at the caller's entry point, the IP transport and at the PSAP. Public safety answering point security processes should be established or reviewed if already incorporated in their Standard Operating Procedures.

DMS's MFN enterprise network security includes a professionally managed and maintained advanced security solution and appliances to safeguard the enterprise. In addition to the security

features included in the system, all MFN provisioned 911 circuits would utilize a Virtual Private Network strategy to isolate 911 calls from other network traffic. Any alternative commercial network should incorporate similar security features.

PSAP Training

With the implementation of text-to-911, training is another key ingredient to the successful implementation of this new service. 911 Public Safety Telecommunicators will need Standard Operating Procedures (SOPs) to define the characteristics and limitations of the system and the processes and procedures required to deal with text-to-911 messaging. The message handling and processing can be similar to current TTY SOPs. NENA has developed and released call taking training resources that are available on their resources website at URL:

<http://www.nena.org/?page=textresources>

Public Education

Education and notification is critical with this “best effort service” to inform the citizens of the concerns and limitations when compared to existing enhanced 911 voice service.

The E911 Board is developing a webpage on the Statewide Interim Text-to-911 Initiative to be posted on the Florida E911 website. This page includes the E911 Board’s Strategic Initiative report, links to subscriber educational information, an implementation map (updated monthly) indicating statewide implementation progression of text-to-911, and county and service provider information and updates.

The FCC is coordinating public education and resources and has made them available at URL <http://www.fcc.gov/encyclopedia/best-practices-implementing-text-911>. These are being developed by NENA, APCO and the FCC.

County coordinators should work with the local deaf, hard of hearing, and speech disability communities to assist users with their educational needs to assure a complete understanding of the text-to-911 service and limitations. The NENA website provides valuable educational information on their resources website at URL: <http://www.nena.org/?page=textresources>.

County Considerations and Concerns

Since text-to-911 is not currently mandated, there is an option to not implement text-to-911 capabilities at the PSAPs. However, it is in the best interest of public and public safety agencies to have direct contact with persons needing emergency assistance.

There are a large number of stipulations on this service and the service will present a number of difficulties for rapid emergency response compared to the existing enhanced 911 services provided by voice only communications. With the number of text message users, an interim solution is needed until NG-911 can be implemented statewide.

Several Florida counties are in the process of requesting text-to-911 services from the wireless carriers. Other counties have expressed concerns implementing text-to-911, referencing system

impacts, financial and operational issues. With this session's legislation on prepaid attempting to be "revenue neutral", the county 911 coordinators have expressed concerns that there is the potential for there to be a loss of revenue. They are concerned that any financial impact would be detrimental to existing enhanced 911 services and impede additional services. It has been suggested that the E911 Board consider operational and financial impacts for each PSAP prior to making a statewide decision.

Two major system issues were cited including the record keeping and Public Records requirements that will necessitate text-to-911 data collection that may not exist in most Florida PSAPs. The other is that text-to-911 would require upgrades to their existing E911 and NG-911 equipment. Training is the main operational issue cited as a concern.

Financial Considerations

A major concern regarding the implementation of NG-911 initiatives is the funding required for statewide implementation. Section 365.172, Florida Statutes, provides for the collection of a capped 50 cent fee for each subscriber of wireless, VoIP and local access lines. All fees are collected by the state and disbursed by DMS based on the allocation and pro-rata disbursement approval of the E911 Board. The E911 fee revenues have only been able to pay for 56 percent of the E911 allowable expenditures. This is the extent of any allowable surcharge for the provision of E911 services statewide, either at the state or local level.

In Florida, wireless service providers cost recovery proposals to reimburse the actual costs incurred to provide E911 service are reviewed by the E911 Board each year. This year the E911 Board's review included one reimbursement request for text-to-911 costs and expenses to provide these E911 services. Text-to-911 costs are not currently being requested from the majority of the wireless service providers. The costs being requested for fiscal year 2014-15 are for the location service connectivity to the TCC from the database providers.

The E911 Board has developed multi-million dollar grant programs to assist counties with upgrading, enhancing and maintain their PSAP equipment and networks. Since 2008, the E911 Board has awarded over \$60 million to the counties for replacement, upgrades, enhancements and NG-911 equipment. The program includes:

- The E911 State Grant Program providing funding to assist Florida's counties in deploying new E911 and NG-911 systems.
- The E911 Rural County Grant Program providing funding to help resolve disparities in the statewide 911 system. Funding from the Rural County Grant Program provides equipment and maintenance for E911 systems.

The E911 Board has reviewed the text control centers options with reference to statewide funding and implementation. Appendix 3 includes a comparison of the text control center's features and services. The E911 Board also reviewed three possible funding alternates.

- The first funding alternative involves the utilization of the carriers' TTY option and the PSAPs existing 911 circuits providing TTY capabilities to the PSAPs. This option requires limited additional funding. Delivery costs may be involved with any additional trunks required

to support text messaging using TTY delivery.

- The second funding alternative involves the utilization of the carriers' web browser options and the provision of the Internet service and workstations supplied by the counties. This option requires limited additional funding. Delivery costs may be involved with Internet access network circuits and the potential for additional workstation(s) to support text messaging using web browser delivery.
- The third funding alternative involves utilization of the text control center's service and ESInet network circuits to provide text messaging to a PSAP using a web browser, or a standardized text-to-911 MSRP or the NENA i3 standard. This service is being considered as a precursor to statewide NG-911 services.

In order to assure sufficient funding to Florida's counties to promote and enable text-to-911 deployment, this funding model is based on the provisioning and recurring costs of IP network circuits based on the DMS MyFloridaNet contract pricing.

In addition to the IP network circuit costs, the delivery method costs of text-to-911 were reviewed to determine the recommended amount of funding. The solutions should provide the recording of the text messages until county recording systems can be upgraded to record text messaging. The system solution selected should also facilitate transfers to the appropriate PSAP to handle a misdirected text message. The funding model for this initiative is based on the lowest provisioning costs provided in the TCC provider solution's in Appendix 3.

Table: Florida Public Safety Answering Point Information

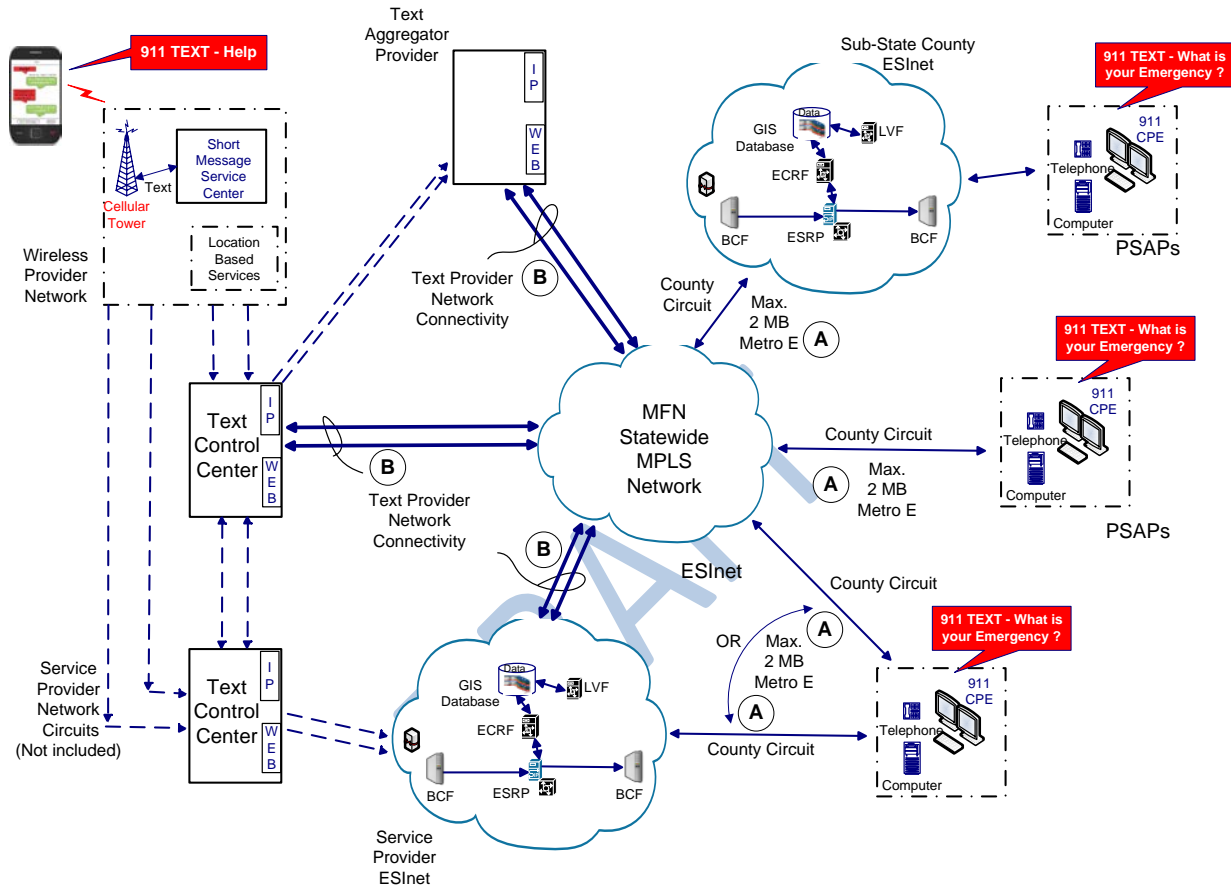
PSAP Types	Quantity	Number of Call-Taking Positions
Primary PSAPs	162	1,470
Secondary PSAPs	53	270
Backup PSAPs	33	287
Statewide Total	247	2,027

The total budgetary costs are based on the provisioning of one dedicated T-1 IP circuit per primary and secondary PSAP. While two IP circuits are recommended for redundancy, one circuit was utilized for the project. Alternate routing and backup should be provided by the counties utilizing other PSAPs or other counties. Based on the MFN published pricing for a Metro Ethernet Local Loop Access, the rates are \$390.23 Port, \$155.02 Local Loop and \$66.84 Router for a monthly total of \$612.09.

This strategic initiative option is to enable IP text-to-911 capabilities for the counties. While each county will determine which PSAP or PSAPs are enabled with text capabilities, the strategic initiative funding model is limited to primary and secondary PSAPs. Utilizing the MFN rate of

\$612.09, the estimated cost for statewide implementation is \$131,599 per month or \$1,579,192 per year for the total circuit costs. Additional non-recurring circuit provisioning costs required because of the location of some PSAPs are estimated at \$100,000.

Statewide Text Routing – Circuit Funding Alternatives



ESInet Circuit Cost (Estimate based on DMS State Contract Pricing)

	Circuit Use	Quantity	Connectivity	Cost/mo.	Cost/yr.	Total Cost per Year for all
A	Max. 2 MB Metro E Local Loop Access	162	Primary PSAPs	\$ 612.09	\$7,345.08	\$ 1,189,903
A	Max. 2 MB Metro E Local Loop Access	53	Secondary PSAPs	\$ 612.09	\$7,345.08	\$ 389,289
	Non recurring initial construction					\$ 100,000
B	TCC service provider connections					Dependent on TCC(s) and or Providers selected
						\$ 1,579,192

Metro E - Metro Ethernet

The costs for the integrated TCC provider proprietary solution for statewide implementations are dependent on the provider, the PSAPs, and the number of call taking workstations. This funding model estimate is based on a cost of \$45/month per primary and secondary call taking workstation. The estimated cost for statewide implementation is \$78,300 per month or \$939,600 per year for the integration of all SMS text-to-911 services. Additional non-recurring provisioning costs are estimated at \$1,500 per month for a total of \$322,500 per year.

Text Aggregation Estimate (Based on lowest cost provided from TCC's and Vendors)					
Item	Quantity	Connectivity	Cost/mo.	Cost/yr.	Cost
Text Aggregation	1,470	Primary PSAPs Call-Taking	\$ 45	\$ 540	\$ 793,800
Text Aggregation	270	Secondary PSAPs Call-Taking	\$ 45	\$ 540	\$ 145,800
Non recurring initial	215	Total PSAPs		\$ 1500	\$ 322,500
Total					\$1,262,100

The high end estimate for this funding alternative including all primary and secondary positions totals \$2,841,292 per year. In addition, two circuits are required from each TCC service provider if connections are required to the DMS MFN network. These will be long-haul circuits and the bandwidth will be dictated by the number of call taking workstations involved in the system.

The E911 Board is continually reviewing the needs of the counties as part of the grant program development. For counties not able to meet the expense of E911 system upgrades, the E911 Board is developing a 2014 E911 State Grant Program for system upgrades. Until the PSAPs can be upgraded to utilize the text-to-911 IP solutions the counties should determine the best alternative to provide text-to-911 messaging capabilities in their counties. When the county PSAP is ready to accept text messages they can submit the request for text-to-911 service from the wireless service providers.

Recommendations

In recognition that NG-911 services are a few years away, the E911 Board and DMS are working with the industry in an effort to move forward on the critical short-term NG-911 initiative, the ability to text notifications of emergencies to 911 PSAPs. A statewide solution utilizing a secure infrastructure comprised of DMS MFN circuits or similar commercial network is recommended. This would provide 911 text service as a precursor to NENA i3 NG-911, enabling counties to begin network implementation and develop an understanding of the complexities of NG-911 including network security, service and maintenance issues. This understanding is essential for a statewide next generation environment handling 911 requests for service.

Text-to-911 service is being proposed as a statewide initiative because sporadic implementation in various counties throughout Florida would be confusing to the citizens and visitors. It is recommended that each county determine the best option for implementation of a text-to-911 service no later than the end of May 2015. This should provide sufficient time for the procurement of any needed auxiliary services and allow time for any regional implementations plans for better citizen coverage to complete statewide implementation by December 2015.

The determination of the best way to handle text-to-911 is a county decision. In addition, the vendors providing the circuits and the text-to-911 services need to be procured through the county purchasing system. The exact cost for each county will depend on the text-to-911 option selected by the county, the vendor selected, and the number of PSAPs handling text-to-911 messages. Costs will also depend on the number of devices (web browsers or TTY) and the related positions.

At their July 2014 meeting, the E911 Board voted unanimously to support the deployment of text-to-911 ubiquitously in the state and encourage every county to start down the path of implementing text-to-911. As a part of the deployment the E911 Board provides for the support of the actual costs of the circuits and without hardware (funded through a different program) up to the number estimated in this report. (Hardware is funded through a different program.) The E911 Board's recommendation is to utilize the third funding model alternative, to establish a county special disbursement program. The maximum amount of disbursement is to be based on the county's delivery design and position needs of the PSAP(s) for the text-to-911 provisioning. The actual disbursement is to be limited to the lesser amount of the actual costs or the maximum calculated amount. County system i3 PSAP equipment upgrade costs will need to be requested through the E911 State Grant Program.

When a county has determined the text control center provider, delivery method, and positions for the text-to-911 service, the county should submit a request form in Appendix 7, detailing the special disbursement amount for a county's text-to-911 delivery model. The Board will calculate the maximum special disbursement based on the funding model pricing. The county text-to-911 disbursement will be processed after the actual costs have been determined and the county request for funding has been received.

Sustainability

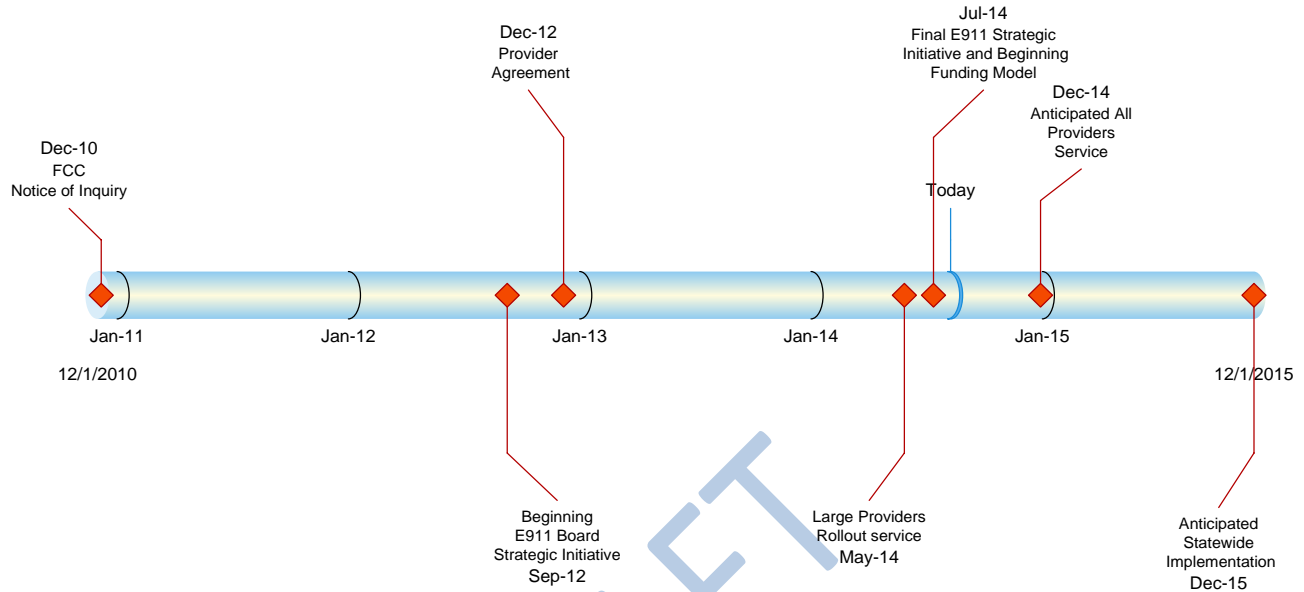
The E911 Board will review sustainability considerations for text-to-911 special funding based on next year's available spending authority, county needs and the service benefits obtained by the counties. The county programs will be reviewed next year and information on the county funding needs will be requested for a complete understanding of the issues.

Timeframe and Projected Schedule

The timeframe and projected schedule for development, procurement, and installation of statewide text-to-911 is dependent on numerous issues including county implementation, E911 Board funding, technical issues and typical procurement issues.

Regional coordination of the implementations is recommended. Coordinated input between counties can assist users with an understanding of the availability of operational text-to-911 not only in their county but for traveling in surrounding counties. Coordination also assists wireless service providers with their implementation and testing efforts.

The following timeline shows past and projected activities through December 2015.



Conclusion

In addition to the funding assistance for the statewide text-to-911 initiative, the E911 Board has tasked staff with providing coordination, training, and technical assistance in an effort to assist the counties in their implementation of text-to-911.

The recommended solution for providing text-to 911 statewide in Florida will take a concerted effort of the counties, service providers, and text control centers providers, along with the assistance of DMS and the E911 Board. In addition to funding provisions for the implementation, the E911 Board will review options for the sustainability funding and ongoing operations until a statewide NG-911 routing system can be realized.

Additional wireless providers are beginning to offer their subscribers interim SMS text-to-911 services. The E911 Board staff is being tasked to verify that the new providers are following the same parameters and providing similar services through the TCCs as AT&T, Verizon, Sprint, and T-Mobile. Request for Service Letters and contact information will be updated and maintained on the Florida E911 website.

E911 Board

Statewide Interim Text-to-911 Initiative Plan

Appendix 1

AT&T, Verizon, Sprint Nextel and T-Mobile USA, NENA & APCO
Agreement

DRAFT



December 6, 2012

Chairman Julius Genachowski
Commissioner McDowell
Commissioner Clyburn
Commissioner Rosenworcel
Commissioner Pai
Federal Communications Commission
445 12th Street S.W.
Washington, DC 20554

Re: In the Matter of Facilitating the Deployment of Text-to-911 and Other Next Generation 911 Applications, PS Docket No. 11-153; and In the Matter of Framework for Next Generation 911 Deployment, PS Docket No. 10-255.

Dear Chairman Genachowski and Commissioners McDowell, Clyburn, Rosenworcel and Pai:

The undersigned signatory text-message service providers have agreed to voluntarily offer their subscribers text-based emergency communication services, in accordance with the Alliance for Telecommunications Industry Solutions (“ATIS”) industry standard solution (currently expected to be completed in the first quarter of 2013), to requesting public safety answering points (“PSAPs”). As a step towards a comprehensive Next Generation 9-1-1 (“NG9-1-1”) system, this voluntary framework for a text-to-9-1-1 solution provides near-term opportunities to meet the emergency communications needs of wireless subscribers who (currently) rely on SMS for everyday communications and individuals who are deaf, hard of hearing or speech impaired. This framework also accommodates the service providers’ need to respond to the rapid evolution of the telecommunications marketplace by deploying whatever successor technologies are deemed appropriate by the service provider to satisfy current and future requirements of the text-to-9-1-1 service.

This voluntary commitment reflects discussion with the signatories and public safety stakeholders, and is intended to reflect and incorporate much of the important work undertaken by public safety, disabilities and industry stakeholders through the Emergency Access Advisory Committee (“EAAC”). As the wireless provider signatories have advised the Commission and the EAAC, SMS is a store-and-forward messaging technology that was never designed nor deployed to provide any time-sensitive, mission-critical service.¹

¹ *Facilitating the Deployment of Text-to-911 and Other Next Generation Applications, Framework for Next Generation 911 Deployment*, Notice of Proposed Rulemaking, FCC 11-134 ¶ 53 (Sept. 22, 2011); *see also*, *Text Messages in a PSAP Environment*, APCO Emerging Technologies (rel July 30, 2012) available at <http://psc.apcointl.org/wp-content/uploads/APCO-Emerging-Tech-Text-to-911-Final1.pdf> and *Texting to 9-1-1: Examining the Design and Limitations of SMS*, 4G Americas (October 2010) available at <http://www.4gamericas.org/documents/SMS%20to%20911%20White%20Paper%20Final%20October%202010.pdf>, but *see*, FCC EAAC, Resolution regarding Text Messaging to 911 (adopted March 30 2012) (recommending Text Messaging to 9-1-1, at a minimum, via SMS); and Presentation of EAAC Working Group 1, Text-to-911 Solutions to 911 Interim to NG911 (Sept. 14, 2012) (outlining key assumptions about Pre-NG911 Interim Text to 911).

Consistent with these parameters, this commitment is being offered through the provision of an interim “best-efforts service” to meet the near term objective of providing a text-based emergency communications until the comprehensive NG9-1-1 system (e.g. ESINet) is developed, deployed and adopted by the wireless industry, public safety community and public.

The terms of this commitment cover only the text-messaging services provided by the signatories. They do not extend to text-messaging applications provided by third parties..

The signatories make the following voluntary commitments:

- 1) Text-to-9-1-1 service would be made available by May 15, 2014, although carriers may choose to implement such a service prior to that date. Once a carrier begins offering a Text-to-9-1-1 solution, valid PSAP requests for Text-to-9-1-1 service will be implemented within a reasonable amount of time of receiving such request, not to exceed six months. A request for service will be considered valid if, at the time the request is made: a) the requesting PSAP represents that it is technically ready to receive 9-1-1 text messages in the format requested; and b) the appropriate local or State 9-1-1 service governing authority has specifically authorized the PSAP to accept and, by extension, the signatory service provider to provide, text-to-9-1-1 service (and such authorization is not subject to dispute).
- 2) Beginning no later than July 1, 2013, the four signatory service providers will voluntarily provide quarterly progress reports to the FCC, NENA, and APCO summarizing the status of the deployment of a national Text-to-9-1-1 service capability. Once a service provider is able to deploy service for capable PSAPs on a national basis, it would no longer be required to provide these status reports.
- 3) Consistent with the draft ATIS Standard for Interim Text-to-9-1-1 service, the PSAPs will select the format for how messages are to be delivered. Incremental costs for delivery of text messages (e.g. additional trunk groups to the PSAP’s premises required to support TTY delivery) will be the responsibility of the PSAP, as determined by individual analysis.
- 4) The signatory service providers will implement a ‘9-1-1’ short code that can be used by customers to send text messages to 9-1-1.
- 5) Before the deployment of Text-to-9-1-1, the signatory service providers will implement a bounce-back (auto-reply) message to alert subscribers attempting to text

an emergency message to instead dial 9-1-1 when Text-to-9-1-1 is unavailable in that area. The signatory service providers will implement the bounce-back (auto-reply) message by June 30, 2013.

- 6) The signatory service providers will meet these commitments independent of their ability to recover these associated costs from state or local governments.
- 7) The signatory service providers (whether individually or through a third party) will work with APCO, NENA, and the FCC to develop an outreach effort to set and manage consumer expectations regarding the availability/limitations of the Text-to-9-1-1 service (including when roaming) and the benefits of using voice calls to 9-1-1 whenever possible, and support APCO and NENA's effort to educate PSAPs on Text-to-9-1-1 generally.
- 8) A voluntary SMS-to-9-1-1 solution will be limited to the capabilities of the existing SMS service offered by a participating wireless service provider on the home wireless network to which a wireless subscriber originates an SMS message. SMS-to-9-1-1 will not be available to wireless subscribers roaming outside of their home wireless network. Each implementation of SMS-to-9-1-1 will be unique to the capabilities of each signatory service provider or its Gateway Service Provider.

Pursuant to Section 1.1206 of the Commission's rules, 47 C.F.R. § 1.1206, this letter is being electronically filed via ECFS with your office and a copy of this submission is being provided to the meeting attendees. Please direct any questions to the undersigned.

Respectfully Submitted,

/s/ Terry Hall
APCO International

/s/ Charles W. McKee
Sprint Nextel

/s/ Robert W. Quinn, Jr.
AT&T

/s/ Kathleen O'Brien Ham
T-Mobile USA

/s/ Barbara Jaeger
NENA- The 9-1-1 Association

/s/ Kathleen Grillo
Verizon

E911 Board

Statewide Interim Text-to-911 Initiative Plan

Appendix 2

County Implementation and Transition
Information

DRAFT

COUNTY TEXT-TO-911 INFORMATION LISTING (date 8/9/2014)

COUNTY	TEXT-TO-911 Options				TCC Provider	Date (Anticipated Request)	Date (Anticipated)	Comments
	SMS to PSAP TTY	SMS to Web Browser	SMS to CPE Web Browser	SMS to PSAP MSRP				
Alachua		✓			TCS	May 2014		
Baker								
Bay	✓					(Sept 2014)		Awaiting CPE system upgrade
Bradford								
Brevard				✓	Intrado	(June 2014)		
Broward				✓				
Calhoun			✓			(next few months)		
Charlotte								
Citrus								
Clay	✓					July 2014		
Collier		✓				Aug 2013	Aug 1,2014	Two providers connected
Columbia		✓				June 2014		
Desoto		✓						
Dixie								
Duval	✓							Awaiting information
Escambia						(Qtr. 4/ 2014)		Possible SMS to TTY
Flagler						(next few months)		Possible SMS to PSAP MSRP Option
Franklin				✓		(next few months)		
Gadsden								Reviewing early June
Gilchrist								Reviewing
Glades								
Gulf				✓		(next few months)		
Hamilton								
Hardee	✓							Based on surrounding counties
Hendry								
Hernando				✓		(June 2014)		
Highlands								
Hillsborough	✓						(within 6 months)	Future SMS to PSAP MSRP Option
Holmes								
Indian River		✓						
Jackson								No future plans
Jefferson								
Lafayette	✓							Possible Smart911
Lake								
Lee			✓			(Aug 2015)		
Leon								
Levy		✓						
Liberty	✓							Or not implement
Madison	✓							Future dependent on other county transfers

COUNTY TEXT-TO-911 INFORMATION LISTING

COUNTY	TEXT-TO-911 Options				TCC Provider	Date Requested	Date Anticipated	Comments
	SMS to PSAP TTY	SMS to Web Browser	SMS to CPE Web Browser	SMS to PSAP MSRP				
Manatee	✓							Future SMS to PSAP MSRP Option
Marion	✓					(next few months)		Possible SMS to PSAP MSRP Option
Martin		✓				(next few months)		Future SMS to PSAP MSRP Option
Miami-Dade	✓							Future SMS to PSAP MSRP Option
Monroe								
Nassau	✓							Future integrate into the call taking equipment
Okaloosa	✓							
Okeechobee								
Orange	✓							
Osceola			✓					Discussing with County IT
Palm Beach				✓		(Qtr. 3/ 2014)		
Pasco	✓					June 2014		Future SMS to PSAP MSRP Option
Pinellas				✓			(Qtr. 1/ 2015)	
Polk	✓							
Putnam								Waiting on the State initiative
Santa Rosa				✓	Intrado		(Qtr. 1/ 2015)	
Sarasota				✓		(Jan 2015)	(End Qtr. 2/ 2015)	
Seminole	✓					(next 3 months)		Future SMS to PSAP MSRP Option
St. Johns	✓					(next few months)		TTY at First
St. Lucie				✓	Intrado	(Aug 2014)		
Sumter	?			?				Reviewing
Suwannee	✓							
Taylor								
Union	✓							
Volusia								
Wakulla								Discussing with County Admin.
Walton								
Washington								Reviewing
						(Estimated)		

E911 Board

Statewide Interim SMS Text-to-911 Initiative

Appendix 3

Text Control Center
and
Provider Comparisons

DRAFT

Features and Services	Intrado			TCS			AGENT511			INDigital	
	TCC's Carrier Service	TCC's Proprietary Service	Date Available Qtr./Year	TCC's Carrier Service	TCC's Proprietary Service	Date Available Qtr./Year	TCC's Carrier Service	TCC's Proprietary Service	Date Available Qtr./Year	Proprietary Service	Date Available Qtr./Year
AT&T 911 TCC Text Message Carrier Service	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Now
Sprint 911 TCC Text Message Carrier Service	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Now
T-Mobile 911 TCC Text Message Carrier Service	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Now
Verizon 911 TCC Text Message Carrier Service	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Now
Easy Addition of New Carriers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Now
Carrier and TCC Aggregation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Now
ATIS/J-STD-110 Compliant	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Now
NENA i3 Compliant	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Now
Migration availability to NG911	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now ⁴	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Now
Single user interface with Uniform User Experience	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Now
Text Logging Support	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input type="checkbox"/>	<input checked="" type="checkbox"/>	1Q/2015 ⁵	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Now
Text Messaging available through the ACRD port	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now ⁶	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>	Note 1
Text Messaging Transcript Recording through TCC provisioning	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Now
Language Translation	Testing with two providers of text translation services in the Intrado lab. Date of General Availability to be determined			<input type="checkbox"/>	<input checked="" type="checkbox"/>	4Q/2014 ³	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Now ²
Aggregated Reporting – 2014	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4Q/2014	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Now
Uniform Features/Roadmap	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Now
Coordination with County on Location Method and routing integration	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now ¹	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Now
Preprogrammed text response messages with freeform typing capabilities	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Now
Multiple Simultaneous text sessions with queue management	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Now
Security and Log-in Control	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Now
Ability to initiate outbound text for silent/abandoned call	Roadmap item, date of general availability to be determined and dependent on standards advancement			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	3Q/2015	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Now

* ACDR - Automatic Call Detail Record

Features and Services	Intrado			TCS			AGENT511			INdigital	
	TCC's Carrier Service	TCC's Proprietary Service	Date Available Qtr./Year	TCC's Carrier Service	TCC's Proprietary Service	Date Available Qtr./Year	TCC's Carrier Service	TCC's Proprietary Service	Date Available Qtr./Year	Proprietary Service	Date Available Qtr./Year
PSAP audible indication of 911 text message arrival	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Now
PSAP visual indication of 911 text message arrival	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Now
Location Rebid	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Now
Delivery Methods											
TTY Delivery	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>	Now ³
Web Portal Separate Station Delivery	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Now
Web Portal Existing CPE Workstation Delivery	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now ²	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Now
I3 Existing CPE Workstation Delivery	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now ⁴	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Now
Upgrade path between methods	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Now
List any Additional Services provided:											
Alternate routing if primary PSAP is out of service/not able to answer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Now
Smart911™ Integration	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now ⁷	<input type="checkbox"/>	<input type="checkbox"/>	Note ¹	<input type="checkbox"/>	
ECaTS™ Reporting Support	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input type="checkbox"/>	<input checked="" type="checkbox"/>	3Q/2014	<input checked="" type="checkbox"/>	Now ¹
Time of Day/Day of Week Session Management	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input type="checkbox"/>	<input type="checkbox"/>	Note ²	<input type="checkbox"/>	
Text Session Threshold Management	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Now
Deny List	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Now
CAD Integration	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	As NENA releases format	<input type="checkbox"/>	<input checked="" type="checkbox"/>	3Q/2015	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	
Automated login	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	i3 version	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	
Simple CPE integration	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	
CAD/recorder API	<input type="checkbox"/>	<input type="checkbox"/>	Per NENA specification	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	
CT notification/"not available"	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	
Custom 'end of dialog' message to the public caller	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Now ⁴
Dialog segment timer and session safety timer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	In i3 solution only	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Now
CAD / Mapping integration	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1Q15	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Now ⁵
Custom routing by handset number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Now
GIS integration (compliant GIS vendors)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>	Now
Built in convenience map display	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Browser version	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Now	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Now

(List any required conditions or standards requirements)

TCS (List)

1. Routing is NENA i3 compliant and TCS will work with the counties to ensure text messages are being routed as desired.
2. Depends on CPE vendor browser version and availability.
3. First release to be Spanish only, other languages to be added to future releases.
4. The TCS TCC is fully NENA i3 compliant and currently the only TCC fully integrated to an ESInet (INdigital in the State of Indiana).
5. We interpret this requirement to be the i3 Recorder API to a local logging vendor. Today, the TCS Carrier Service allows for the generation of a CSV file that can be loaded into a local logging system.
6. Available for MSRP implementations today.
7. Additional charge for Smart911™ will apply for EMedia service.
8. Dependent upon carrier's ability to provide location.

AGENT511 (List)

1. Offer our own registration portal
2. Unsure what this means

INdigital (List)

3. Call details and content are available using RS-232, IP XML or export to .pdf
4. Activity reporting and call investigation is available from the Network PSAP Toolkit (NPTK) in late 2Q-'14 on a local, county or statewide basis
5. TTY delivery does not support:
 - a. outbound text initiated by the PSAP
 - b. inter-agency transfers that are not supported by the underlying 911 system service provider
 - c. ACDR or other exports listed in note 1 (above)
6. End of dialog messaging is sent to the public caller when the text session times out or is ended by the PSAP. Custom messages can be at the state, county or PSAP level.
7. CAD mapping integration supports industry standard RS-232 or XML interfaces provided by the CAD / Mapping vendor.

Features and Services	Intrado			TCS			AGENT511			INdigital	
	TCC's Carrier Service	TCC's Proprietary Service	Date Available Qtr./Year	TCC's Carrier Service	TCC's Proprietary Service	Date Available Qtr./Year	TCC's Carrier Service	TCC's Proprietary Service	Date Available Qtr./Year	Proprietary Service	Date Available Qtr./Year
Service Costs*									7/1/14		
Cost per PSAP - Recurring									7/1/14		
Cost per PSAP - Non-recurring		1-4 Positions \$1,250 5-10 Positions \$3,250 11+ Positions \$9,500			\$1,500			\$5,000		\$1,500 and Other Listed Services	Note 1
Cost per workstation - Recurring		1-4 Positions \$125 5-10 Positions \$325 11+ Positions \$950			Basic GEM, TTY, or i3 Complimentary for all PSAPs EMedia Service \$175/PSAP/mo. Up to 5 seats \$340/PSAP/mo. 6-10 Seats (additional seats as low as \$32.50 per month based on volume)			\$1,200		\$45	
Cost per workstation - Non-recurring					\$0					\$520	
* Not including IP network cost											

Pricing Notes (List any conditions)

Intrado (List)

- Prices are list price. Larger volumes of positions, such as the State wide deployments are subject to further discounts as already discussed with the State and presented as confidential per position costs.

TCS (List)

- Pricing assumes the services will be made available on a statewide basis
- EMedia Service pricing includes advanced reporting through ECATS and access to language translation services through Language Line.
- Pricing does not include applicable taxes
- Translation Services - \$6.00 per minute

AGENT511 (List)

- Attached pricing only applies to the State of Florida.
- Pricing is list annual price and is subject to discounts such as consolidated and regional agencies.
- Training and secondary/back-up positions are nominal cost.
- Pricing includes all services currently and planned availability.

INdigital (Listed Other Services) (Excel cost Spreadsheet available on request)

- Pricing valid for the state of Florida. Network connectivity variable, presumed to be MFN where available.
- PSAP NRC installation cost is proposed as a 'not to exceed', but could vary depending on network equipment.
- Pricing levels present a discount that assumes statewide availability
- Dedicated workstation and additional network equipment is available but not expected to be needed.

1. Service detail:

- Inbound sessions - includes aggregation and support for all compliant carriers, GIS based routing to the PSAP's satisfaction
- Outbound sessions – includes 'disposable', DOS protected SMS numbers; unlimited text dialogs; custom numbers if

- needed
 - c. CAD/MAP spill – includes all industry standard interfaces, installation and ongoing hardware maintenance
 - d. Toolkit MIS reporter – includes federated logins with the texTTY platform, state / regional / county / local user roles
 - e. Text Director admin panel - includes custom call routing web interface, session threshold control overflow plan control
 - f. Admin number text – includes text TO and FROM any legacy 10 digit landline; toll free; or crime stoppers number.
- (Listed Other Services)
- Outbound sessions - \$65
 - CAD/MAP spill - \$25
 - Toolkit MIS reporter - \$50
 - Text Director admin panel - \$50
 - Admin text (per number) - \$150

Internal and External Transfer Capabilities (Carrier Service)

Intrado

Carrier Service 911 Text Message Internal and External Transfer Capabilities	TTY	Web Portal Separate Station Delivery	Web Portal Existing CPE Workstation Delivery	I3 MSRP Existing CPE Workstation Delivery	Other Text Control Centers **
TTY Delivery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Web Portal Separate Station Delivery	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Web Portal Existing CPE Workstation Delivery	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
I3 Existing CPE Workstation Delivery	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

** List others

Intrado (List)

Transfers are to external agencies on the same TCC for current deployments.

TCS

Carrier Service 911 Text Message Internal and External Transfer Capabilities	TTY	Web Portal Separate Station Delivery	Web Portal Existing CPE Workstation Delivery	I3 MSRP Existing CPE Workstation Delivery	Other Text Control Centers **
TTY Delivery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Web Portal Separate Station Delivery	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Web Portal Existing CPE Workstation Delivery	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I3 Existing CPE Workstation Delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

AGENT511

Carrier Service 911 Text Message Internal and External Transfer Capabilities	TTY	Web Portal Separate Station Delivery	Web Portal Existing CPE Workstation Delivery	I3 MSRP Existing CPE Workstation Delivery	Other Text Control Centers **
TTY Delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Web Portal Separate Station Delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Web Portal Existing CPE Workstation Delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I3 Existing CPE Workstation Delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Internal and External Transfer Capabilities (Proprietary Service)

Intrado

TCC's Proprietary Service 911 Text Message Internal and External Transfer Capabilities	TTY	Web Portal Separate Station Delivery	Web Portal Existing CPE Workstation Delivery	I3 MSRP Existing CPE Workstation Delivery	Other Text Control Centers **
TTY Delivery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Web Portal Separate Station Delivery	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Web Portal Existing CPE Workstation Delivery	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
I3 Existing CPE Workstation Delivery	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

** List others (or any required conditions or standards requirements other than ATIS/J-STD-110) per delivery method

Intrado (List)

Transfers are to external agencies on the same TCC for current deployments.

TCS

TCC's Proprietary Service 911 Text Message Internal and External Transfer Capabilities	TTY	Web Portal Separate Station Delivery	Web Portal Existing CPE Workstation Delivery	I3 MSRP Existing CPE Workstation Delivery	Other Text Control Centers **
TTY Delivery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Web Portal Separate Station Delivery	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Web Portal Existing CPE Workstation Delivery	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
I3 Existing CPE Workstation Delivery	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

** List others (or any required conditions or standards requirements other than ATIS/J-STD-110) per delivery method

Notes:

- Transfer to other TCCs is dependent upon standards and connectivity to TCCs. General availability to be determined.
- MSRP transferring dependent upon CPE vendor involvement. General availability to be determined.

AGENT511

TCC's Proprietary Service 911 Text Message Internal and External Transfer Capabilities	TTY	Web Portal Separate Station Delivery	Web Portal Existing CPE Workstation Delivery	I3 MSRP Existing CPE Workstation Delivery	Other Text Control Centers **
TTY Delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Web Portal Separate Station Delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Web Portal Existing CPE Workstation Delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I3 Existing CPE Workstation Delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

** List others (or any required conditions or standards requirements other than ATIS/J-STD-110) per delivery method

AGENT511 (List)

This table is dependent on carrier TCC and other conditions. Transfers internally (to us) are always possible. To others, depends.

INdigital

INdigital's Proprietary Service 911 Text Message Internal and External Transfer Capabilities	TTY	Web Portal Separate Station Delivery	Web Portal Existing CPE Workstation Delivery	I3 MSRP Existing CPE Workstation Delivery	Other Text Control Centers **
TTY Delivery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Web Portal Separate Station Delivery (see note)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Web Portal Existing CPE Workstation Delivery	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
I3 Existing CPE Workstation Delivery	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Text dialog transfer with global dialog history (see note 1)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

** List others (or any required conditions or standards requirements other than ATIS/J-STD-110) per delivery method

1.

- a. Text-to-911 transfer with full dialog history is available in Q-3 '14 between PSAPs on the INdigital textTTY platform.
- b. Text-to-911 transfer from a PSAP served by one TCC to a PSAP served by another TCC will be available when the industry transfer standard is adopted (no date certain).

E911 Board
Statewide Interim Text-to-911 Initiative Plan

Appendix 4
Webpage Development

DRAFT

Florida E911

Since 1973, the State of Florida has been updating and building advanced technology statewide emergency number 911 systems, implemented by the counties, to serve its citizens and visitors in emergency situations. In 2007 the Wireless 911 Board changed to an E911 Board for Enhanced 911 services.

911 established statewide in May 1997 was enhanced with Wireline Enhanced 911 "E911" services to obtain the 911 callers telephone number and address in all 67 counties as of September 20, 2005. Enhancements for Wireless E911 Phase I service obtaining the call back number and the location of the cell site and Phase II obtaining the location information (latitude and longitude) provided for the cellular caller were completed in March 31, 2008.

An interim method for 911 test messaging is becoming available through SMS Text-to-911 services. Counties are currently working on technical, funding and deployment issues in an effort to provide statewide Text-to-911. See Statewide Interim Text-to-911 for the latest update on deployment status.

Statewide Interim Text-to-911 Initiative

[Statewide E911 Coordination](#)

[E911 Legislation and Rules](#)

[Florida E911 Plan](#)

[E911 Board](#)

[E911 Board Information](#)

[E911 Grant Information](#)

[Service Providers Information](#)

[Wireless 911 Board Information \(Historical Documents\)](#)

[Florida E911 Resources \(presentations and related links\)](#)

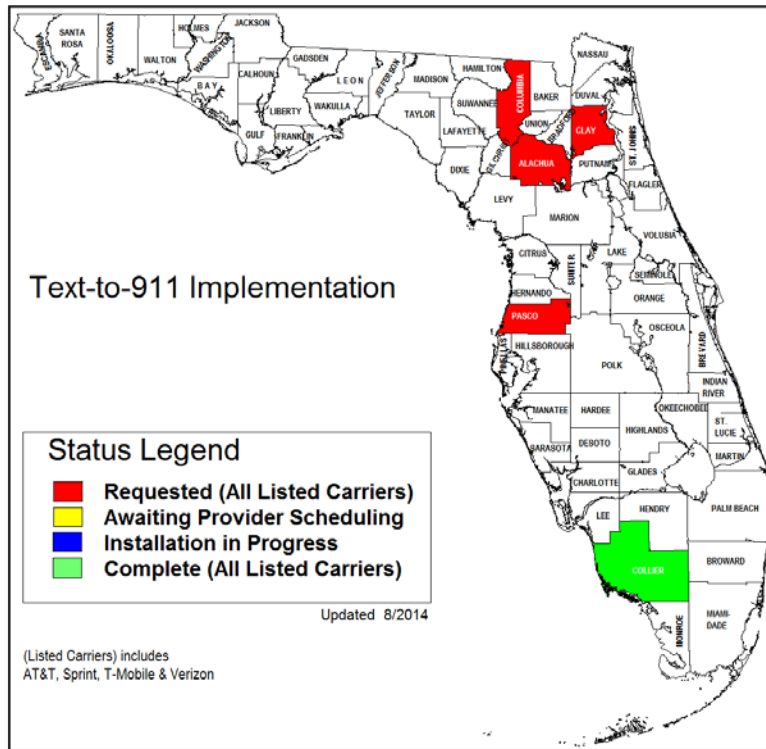
[911 Coordinators Information and Meetings](#)

[Florida E911 Status Maps](#)

Statewide Interim Text-to-911 Initiative

Texting to 911 should only be used when you cannot make a 911 voice call!

Text messaging to 911 is beginning to be implemented in areas in the state. The following map shows the availability of text messaging to 911 and the progression for those areas implementing the service.



E911 Board
Statewide Interim Text-to-911 Initiative Plan

Appendix 5
NENA Implementation Information

DRAFT

National Emergency Number Association (NENA)

Planning and Implementation Information

The National Emergency Number Association (NENA) has established a web page on planning and implementation of SMS text-to-911 service. It is located at URL <http://www.nena.org/?page=textresources> and it includes various links on the resources and issues, including:

- An Interim SMS Text-to-911 Information and Planning Guide at URL http://c.ymcdn.com/sites/www.nena.org/resource/resmgr/Docs/SMS_Text_Info_and_Planning.pdf
- A Carrier Questionnaire (Appendix C) at URL http://www.nena.org/resource/resmgr/Docs/IPG_Appendix_C.docx
- A Request for Service Letter (Appendix D) at URL http://www.nena.org/resource/resmgr/Docs/IPG_Appendix_D.docx
- Carrier Implementation and Testing information (Appendix F) at URL http://www.nena.org/resource/resmgr/Docs/Interim_SMS_Text_Appx_F.docx.
- Carrier Points of Contact information at URL http://www.nena.org/resource/resmgr/Docs/Points_of_contact_for_SMS_t.docx.
- PSAP training materials at URL http://www.nena.org/?text_training_docs.
- A media and public information document on Questions and Answers about Text-to-911 at URL http://www.nena.org/resource/resmgr/docs/QA_on_Text_to_9-1-1_FINAL.docx.
- A media document on Text-to-911 Media Tips at URL http://c.ymcdn.com/sites/www.nena.org/resource/resmgr/Docs/Text_to_911_Media_Talking_Po.pdf.

E911 Board

Statewide Interim Text-to-911 Initiative Plan

Appendix 6

Service Provider Request Letters

DRAFT

NOTE: The service request letters were developed using the NENA "A Request for Service Letter" (Appendix D) at URL http://www.nena.org/resource/resmgr/Docs/IPG_Appendix_D.docx, which was based on Annex B from J-STD-110.01, *Joint ATIS/TIA Implementation Guideline for J-STD-110, Joint ATIS/TIA Native SMS to 9-1-1 Requirements and Architecture Specification*; more information is available from the Alliance for Telecommunications Industry Solutions (ATIS) at URL <http://www.atis.org>.

Request for Service Letter

County Agency Letterhead

Date:

AT&T Mobility
Chief E911 Compliance Officer
P.O. Box 97061
Redmond, WA 98073-9761

Re: Interim SMS Text-to-911 Request for Service

Dear Sir:

_____ County hereby formally requests and authorizes AT&T Mobility to provide SMS to 911 based on other emergency communications service as defined in 47 USC 615.b. (9)(B). The Public Safety Answering Point(s) to be deployed is/are:

[PSAP Name]	[FCC PSAP ID]	[PSAP Location]
[PSAP Name]	[FCC PSAP ID]	[PSAP Location]
[PSAP Name]	[FCC PSAP ID]	[PSAP Location]

Please begin deployment activities upon receipt of this letter. Your point of contact will be:

Mr. /Ms. _____
Title: _____
Address: _____
Email: _____
Phone: _____

Regards,

County 911 Coordinator

Request for Service Letter

County Agency Letterhead

Date:

Scott Morrow
Cellular South
1018 Highland Colony Pkwy, Suite 210
Ridgeland, MS 39157

Re: Interim SMS Text-to-911 Request for Service

Dear Mr. Morrow:

_____ County hereby formally requests and authorizes AT&T Mobility to provide SMS to 911 based on other emergency communications service as defined in 47 USC 615.b. (9)(B). The Public Safety Answering Point(s) to be deployed is/are:

[PSAP Name]	[FCC PSAP ID]	[PSAP Location]
[PSAP Name]	[FCC PSAP ID]	[PSAP Location]
[PSAP Name]	[FCC PSAP ID]	[PSAP Location]

Please begin deployment activities upon receipt of this letter. Your point of contact will be:

Mr. /Ms. _____
Title: _____
Address: _____
Email: _____
Phone: _____

Regards,

County 911 Coordinator

Request for Service Letter

County Agency Letterhead

Date:

Jean H. Martin
SouthernLINC Wireless
600 N 18th Street – GN0800
Birmingham, AL 35203

Re: Interim SMS Text-to-911 Request for Service

Dear Ms. Martin:

_____ County hereby formally requests and authorizes AT&T Mobility to provide SMS to 911 based on other emergency communications service as defined in 47 USC 615.b. (9)(B). The Public Safety Answering Point(s) to be deployed is/are:

[PSAP Name]	[FCC PSAP ID]	[PSAP Location]
[PSAP Name]	[FCC PSAP ID]	[PSAP Location]
[PSAP Name]	[FCC PSAP ID]	[PSAP Location]

Please begin deployment activities upon receipt of this letter. Your point of contact will be:

Mr. /Ms. _____
Title: _____
Address: _____
Email: _____
Phone: _____

Regards,

County 911 Coordinator

Request for Service Letter

County Agency Letterhead

Date:

Intrado

Attn: Sprint Text-to-911

c/o: Dan Neu

PO Box 999

Longmont CO 80502

Or email: Sprint.PCS@Intrado.com

Re: Interim SMS Text-to-911 Request for Service

Dear Mr. Neu:

_____ County hereby formally requests and authorizes AT&T Mobility to provide SMS to 911 based on other emergency communications service as defined in 47 USC 615.b. (9)(B). The Public Safety Answering Point(s) to be deployed is/are:

[PSAP Name]	[FCC PSAP ID]	[PSAP Location]
[PSAP Name]	[FCC PSAP ID]	[PSAP Location]
[PSAP Name]	[FCC PSAP ID]	[PSAP Location]

Please begin deployment activities upon receipt of this letter. Your point of contact will be:

Mr. /Ms. _____

Title: _____

Address: _____

Email: _____

Phone: _____

Regards,

County 911 Coordinator

Request for Service Letter

County Agency Letterhead

Date:

Lynn Mell, Senior Manager Regulatory Affairs
T-Mobile 911 Regulatory Team
T-Mobile USA, Inc.
12920 SE 38th Street
Bellevue, WA 98006

Re: Interim SMS Text-to-911 Request for Service

Dear Ms. Mell:

_____ County hereby formally requests and authorizes AT&T Mobility to provide SMS to 911 based on other emergency communications service as defined in 47 USC 615.b. (9)(B). The Public Safety Answering Point(s) to be deployed is/are:

[PSAP Name]	[FCC PSAP ID]	[PSAP Location]
[PSAP Name]	[FCC PSAP ID]	[PSAP Location]
[PSAP Name]	[FCC PSAP ID]	[PSAP Location]

Please begin deployment activities upon receipt of this letter. Your point of contact will be:

Mr. /Ms. _____
Title: _____
Address: _____
Email: _____
Phone: _____

Regards,

County 911 Coordinator

Request for Service Letter

County Agency Letterhead

Date:

Peter McHale, ENP
Verizon Wireless
1120 Sanctuary Parkway, Suite 150
Alpharetta, GA 30009

Re: Interim SMS Text-to-911 Request for Service

Dear Mr. McHale:

_____ County hereby formally requests and authorizes AT&T Mobility to provide SMS to 911 based on other emergency communications service as defined in 47 USC 615.b. (9)(B). The Public Safety Answering Point(s) to be deployed is/are:

[PSAP Name]	[FCC PSAP ID]	[PSAP Location]
[PSAP Name]	[FCC PSAP ID]	[PSAP Location]
[PSAP Name]	[FCC PSAP ID]	[PSAP Location]

Please begin deployment activities upon receipt of this letter. Your point of contact will be:

Mr. /Ms. _____
Title: _____
Address: _____
Email: _____
Phone: _____

Regards,

County 911 Coordinator

E911 Board

Statewide Interim Text-to-911 Initiative Plan

Appendix 7

Text-to-911

Service Disbursement Submission Form

DRAFT

Text-to-911

Service Disbursement Submission Form

ESInet Circuit Funding (Maximum funded costs based on DMS State Contract Pricing)						
	Item	Quantity	Connectivity	Cost/mo.	Cost/yr.	Sub-total cost per year for all PSAPs
A	Circuit - Local Loop Access - (Max. 2 MB Metro E)	Varies	Primary PSAP(s)	\$ 612.09	\$ 7,345.08	
	Local Loop Access		Primary PSAP(s)	\$ 612.09	\$ 7,345.08	\$
	Actual Local Loop Access		Primary PSAP(s)			\$
	Lesser of the two amounts					\$
A	Circuit - Local Loop Access - (Max. 2 MB Metro E)	Varies	Secondary PSAP(s)	\$ 612.09	\$ 7,345.08	
	Local Loop Access		Secondary PSAP(s)	\$ 612.09	\$ 7,345.08	\$
	Actual Local Loop Access		Secondary PSAP(s)			\$
	Lesser of the two amounts					
	Circuit non-recurring initial construction allowable					
	Non-recurring initial construction				TBD by SUNCOM	\$
	Actual Non recurring initial construction				\$	\$
	Lesser of the two amounts					
	Subtotal					\$
Text Aggregation Funding (Maximum funded costs based on Initiative estimate)						
	Item	Quantity	Connectivity	Cost/mo.	Cost/yr.	Cost
	Text Aggregation Funding per connected call taking position					
	Maximum Text Aggregation		Call-Taking Positions	\$45	\$540	\$
	Actual Text Aggregation		Call-Taking Positions	\$	\$	\$
	Lesser of the two amounts					
	Text Aggregation Funding per PSAP					
	Non-recurring initial construction		PSAPs		\$1,500	\$
	Actual initial non-recurring construction		PSAPs	\$	\$	\$
	Lesser of the two amounts					\$
	Subtotal					\$
	Total (Lesser amounts of each fundable item)					\$

E911 Board
Statewide Interim Text-to-911 Initiative Plan

Appendix 8
TTY Text-to-911
Service Providers Concerns

DRAFT



Thank you for your request letter for SMS to 9-1-1 services from T-Mobile. We look forward to working with you and your team on this important initiative. We understand your agency has selected to receive SMS messages via the TTY delivery method. We would like to discuss this option with you as we have reservations about the TTY deployment method. We feel it is important to bring these concerns to your attention prior to the start of the SMS to 9-1-1 deployment process.

There are a number of issues associated with SMS to 9-1-1 data delivery via TTY, most notably, the interference of incoming text messages. The use of TTY for SMS message delivery creates the possibility that the PSAP's incoming trunk groups will block due to competing congestion with live voice 9-1-1 calls. The text messages, which utilize the same circuit path between the Selective Router and the PSAP, could prevent citizens from having access to 9-1-1 services. In addition, the wireless customer texting to 9-1-1 has no ability to "end" the text session. In order to end the text session, the 9-1-1 operator must close the session. Not doing so will tie up an incoming circuit unnecessarily, which creates the potential for a citizen to be blocked from accessing 9-1-1. This will have the same effect on all calls or text attempts to reach the PSAP. Also, consumer texting habits are much different than TTY/TDD texting requirements. TTY/TDD service is not duplex; therefore, only one person can send a text at a time. Due to these differences, there is the potential for misunderstanding between the PSAP and the citizen in need of 9-1-1 services.

It is very important for the PSAP to have an IP connection to access the SMS to 9-1-1 administrative functions. This allows the PSAP to manage the SMS to 9-1-1 service via TTY. IP access for the TTY solution is included in the J-Standard 110 "Joint ATIS/TIA Native SMS to 9-1-1 Requirements and Architecture Specification" document. If the PSAP does not have IP management capabilities, there is the potential risk of text messages flooding the PSAP, which in turn, will block the 9-1-1 circuits. Without these administrative functions, the PSAP may be unaware that they have a 9-1-1 service impacting problem.

A PSAP with IP access can avoid the issues described above. Access to a web-client service for SMS to 9-1-1 services can be accomplished quickly. Both TCS and Intrado have similar web-client services available at no cost to the PSAP. If your PSAP is not currently receiving SMS to 9-1-1 service from another wireless carrier via the TTY method, we would suggest conducting a trial with T-Mobile using the TCS GEM client. Should you still decide to move forward with SMS to 9-1-1 via the TTY method, T-Mobile will have no problem making the adjustment. Our intent is to ensure the PSAP has reviewed all the options thoroughly and have taken the above considerations regarding Text to 9-1-1 via TTY into account.

We would be happy to have a discussion with you and your team regarding T-Mobile's SMS to 9-1-1 services. We appreciate the opportunity to work with your agency on this enhancement to wireless 9-1-1 services.

Florida E911 Board Meeting 2014 Legislation Implementation and Actions

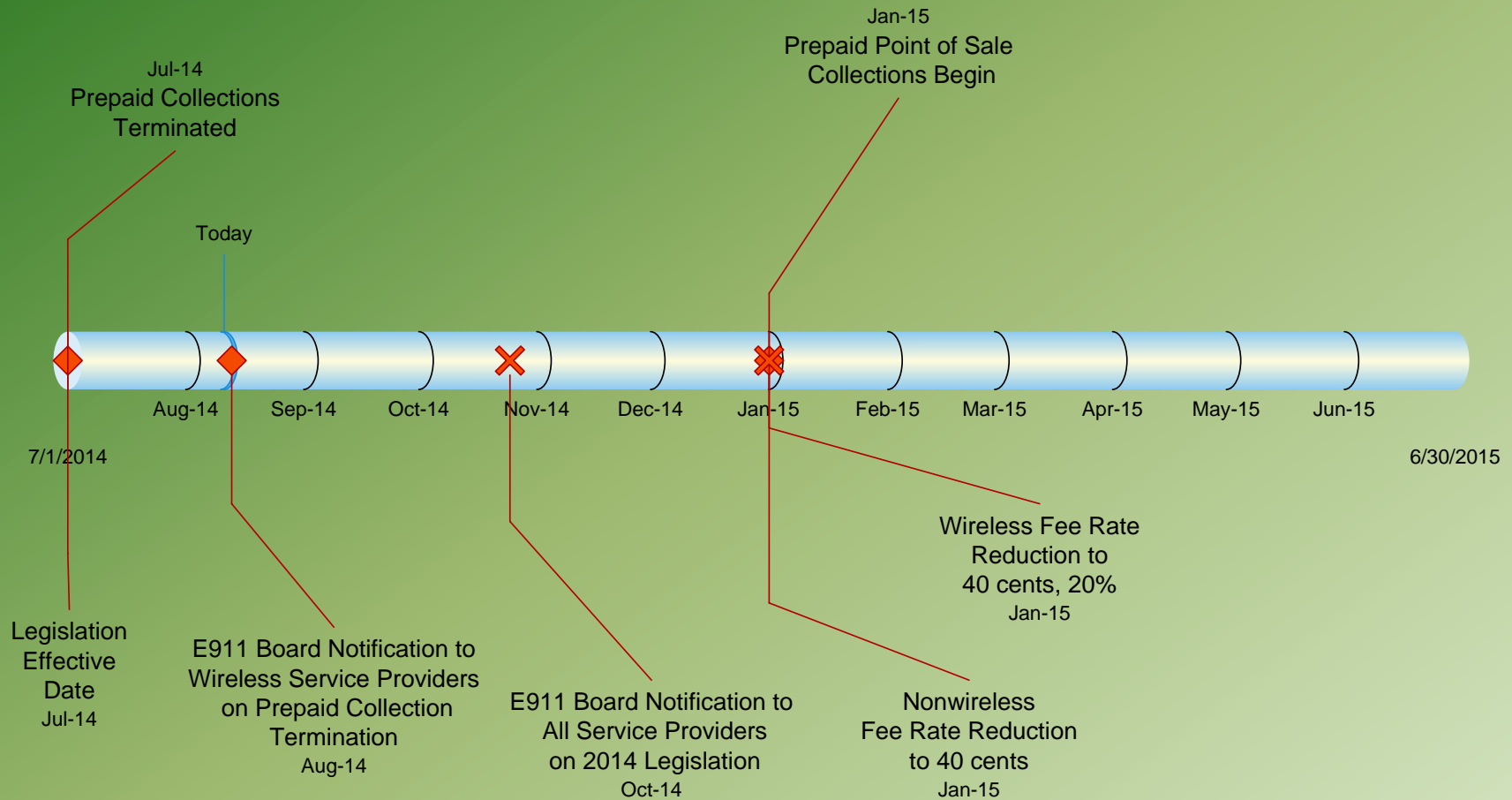
Destin, Florida
August 2014



2014 Legislation - Actions (based on July 1, 2014 enactment)

- Service Provider Fee Notifications
- State E911 Grant Application Changes
 - Remotely provided hosted 911 answering point call-taking equipment and network services
 - Account for carry forward funds retained by the counties (allowable 30 percent amount of fee revenue calculated on a 2-year basis)
 - Subsection 365.172(10), Florida Statutes, AUTHORIZED EXPENDITURES OF E911 FEE
- E911 Board Annual Report Changes

FEE COLLECTION NOTIFICATION TIMELINE

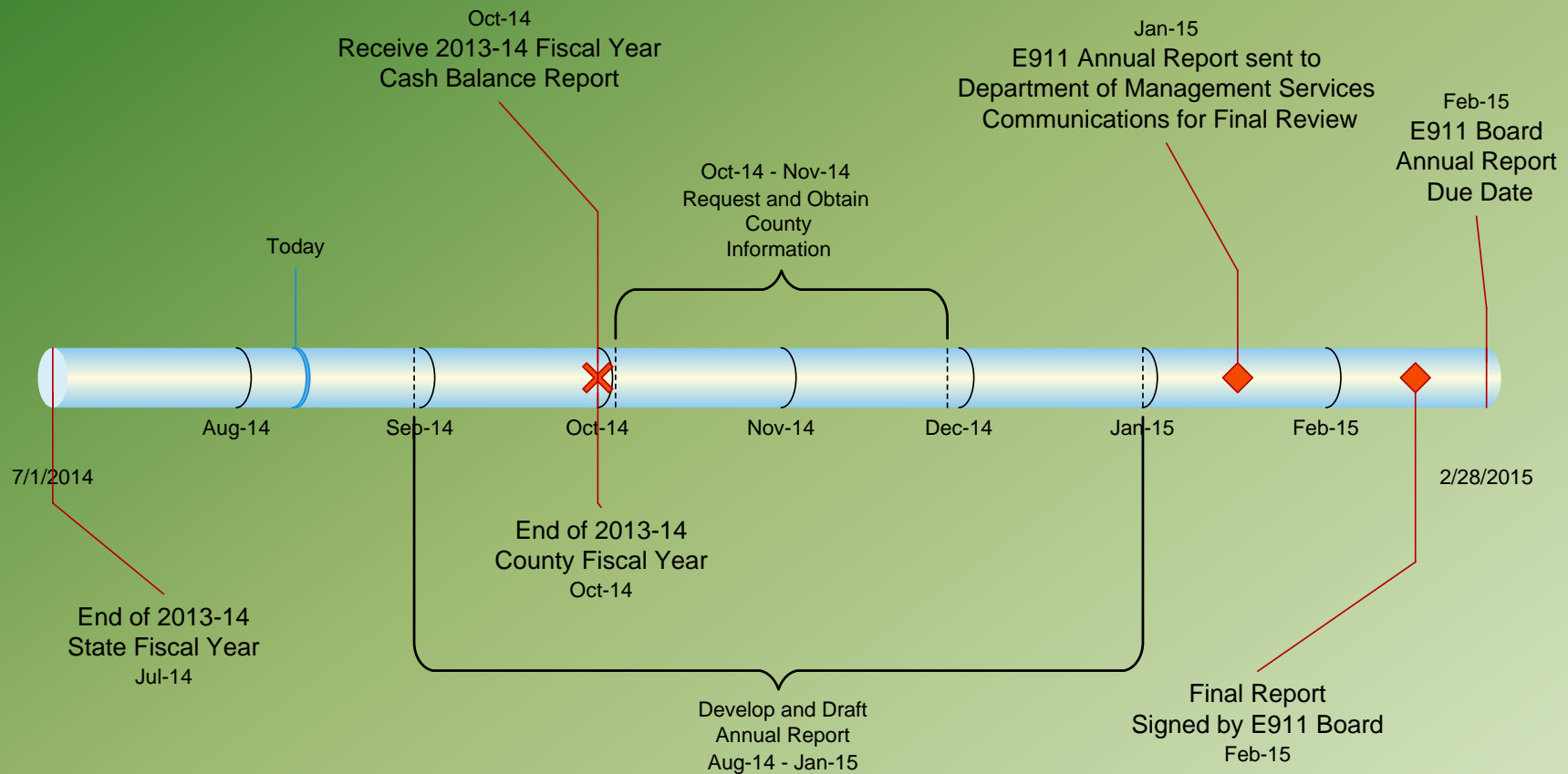


Annual Report

By February 28 of each year

- Addresses the immediately preceding state fiscal year and county fiscal year
 - 1. The annual receipts, including the total amount of fee revenues collected by each provider, the total disbursements of money in the fund, including the amount of fund-reimbursed expenses incurred by each wireless provider to comply with the order, and the amount of moneys on deposit in the fund.
 - 2. Whether the amount of the fee and the allocation percentages set forth in s. [365.173](#) have been or should be adjusted to comply with the requirements of the order or other provisions of this chapter, and the reasons for making or not making a recommended adjustment to the fee.
 - 3. Any other issues related to providing E911 services.
 - 4. The status of E911 services in this state.

E911 Board Annual Report Timeline



E911 Fee Remittances – High-level Breakdown

Wireless

- Legislation set @ 40 cents
- Per Subscriber

Nonwireless Access

- Legislation set @ 40 cents; except in three counties
- Per Subscriber Access Line

Nonwireless VoIP

- Legislation set @ 40 cents
- Per Subscriber

Prepaid Wireless

- Legislation set @ 40 cents
- Per Point of Sale (POS) Transaction

Point of Sale Prepaid Wireless E911 Fee

- January 1, 2015, a prepaid wireless E911 fee is imposed per retail transaction at point of sale.
- The Board has the authority to adjust the allocation and the level of the fee after June 1, 2015. Notification requirements for any fee rate adjustments:
 - Notification to Department of Revenue (DOR) is 120 days prior to the effective date of the adjustment.
 - Notification by DOR to the seller is 90 days prior to the effective date of the adjustment
- Disclosure of the fee to the consumer is required

Point of Sale Prepaid Wireless E911 Fee

- Beginning April 1, 2015, remittance is due to the DOR. Revenue is due by the 20th of each month or the next working day.
 - Sellers to retain 100 percent of the collections for two months to offset setup costs
 - The seller may deduct and retain five percent of the fees collected as a retailer collection allowance, and remit the balance to DOR
 - Quarterly returns are acceptable when collections amount to less than \$50 per month.
 - Information to be provided for each E911 fee return including seller information, the reporting period, number of services sold, amount of fee collected and any adjustments, retailer allowance deducted and amount remitted to DOR

Point of Sale Prepaid Wireless E911 Fee

- All revenue remitted to DOR for the E911 Fee will be deposited into the Audit and Warrant Clearing Trust Fund established in section 215.199, Florida Statutes.
- DOR may retain up to 3.2 percent of the prepaid wireless E911 funds remitted to it for administering the collection and remittance of the prepaid wireless E911 fees.
- DOR must remit the remaining prepaid wireless E911 fees to the Emergency Communications Number E911 System Fund before 25th day of each month following the month of receipt per paragraph 365.173(1)(b), Florida Statutes

Point of Sale Prepaid Wireless E911 Fee

- A retail transaction is treated as occurring in Florida if the business location is in Florida. The transaction is determined to be in the county
 - a. of the business location in Florida
 - b. if not at a. then the consumer's shipping address shall be used
 - c. if no item is shipped, at the consumer's address
 - d. or the location associated with the consumer's mobile telephone number
- The associated county of the transaction shall be reported for transaction purposes. If the transaction cannot be determined it will be treated as nonspecific.

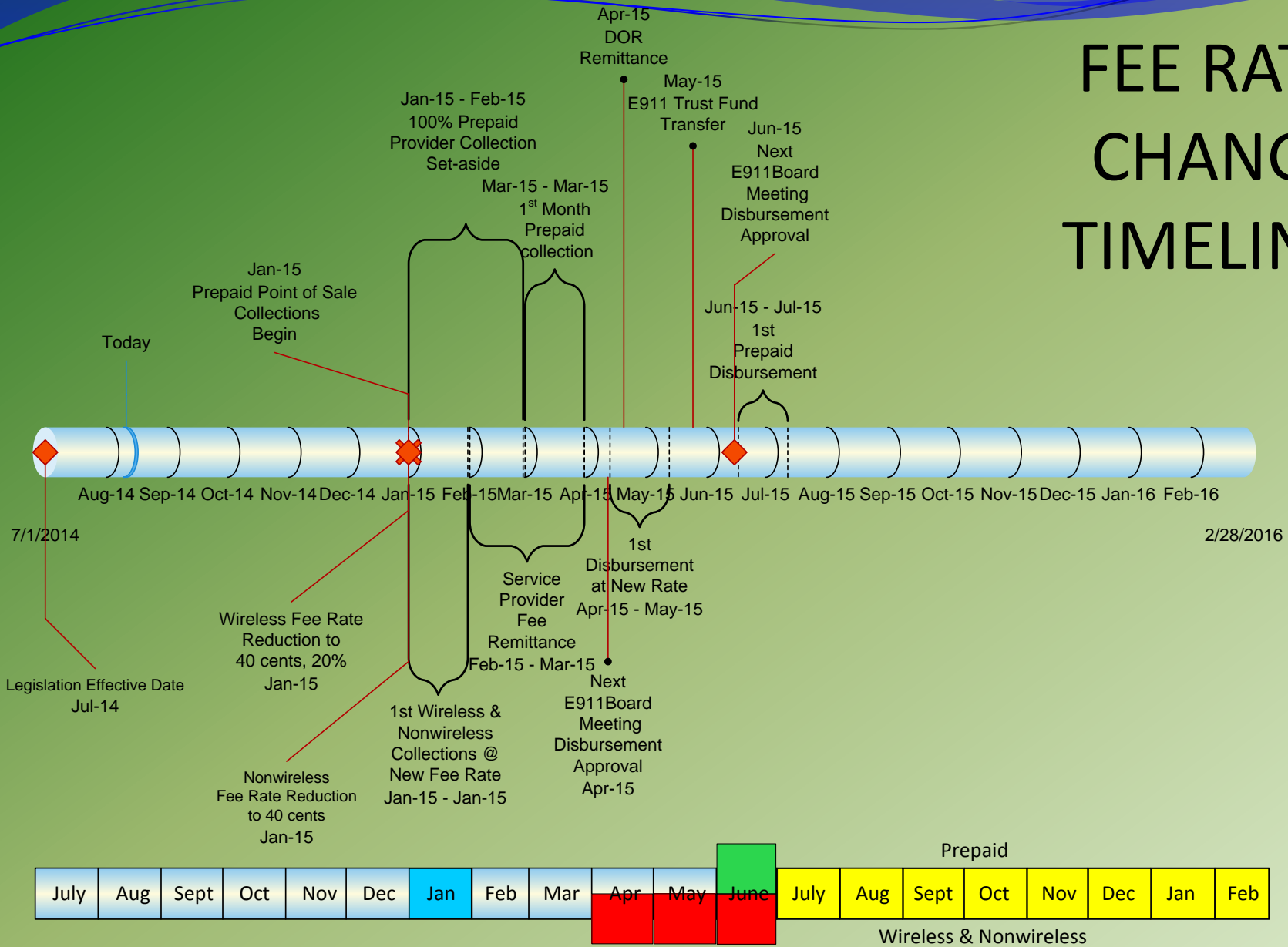
Point of Sale Prepaid Wireless E911 Fee

- Prepaid wireless services of 10 minutes or less or \$5.00 or less may be exempted from the fee if it is sold for a single non-itemized transaction.
- The E911 prepaid wireless fee may not be included in the base for measuring any tax, fee, surcharge or other charge imposed by the state, agency or political subdivision
- Prohibits the levying of additional fees on prepaid wireless providers or sellers by local governments.
- It also includes a state and local government exemption from the E911 fee.

E911 Fee Remittance Tax Exclusions

- State and local taxes do not apply to the fee.
- For Nonwireless, Wireless and Prepaid - The amount of the E911 fee may not be included in the base for imposition of any tax, fee, surcharge, or other charge imposed by this state, any political subdivision of this state, or any intergovernmental agency.

FEE RATE CHANGE TIMELINE



E911 Fee Rate Changes

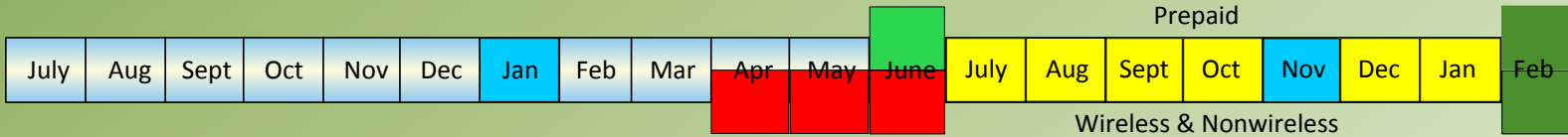
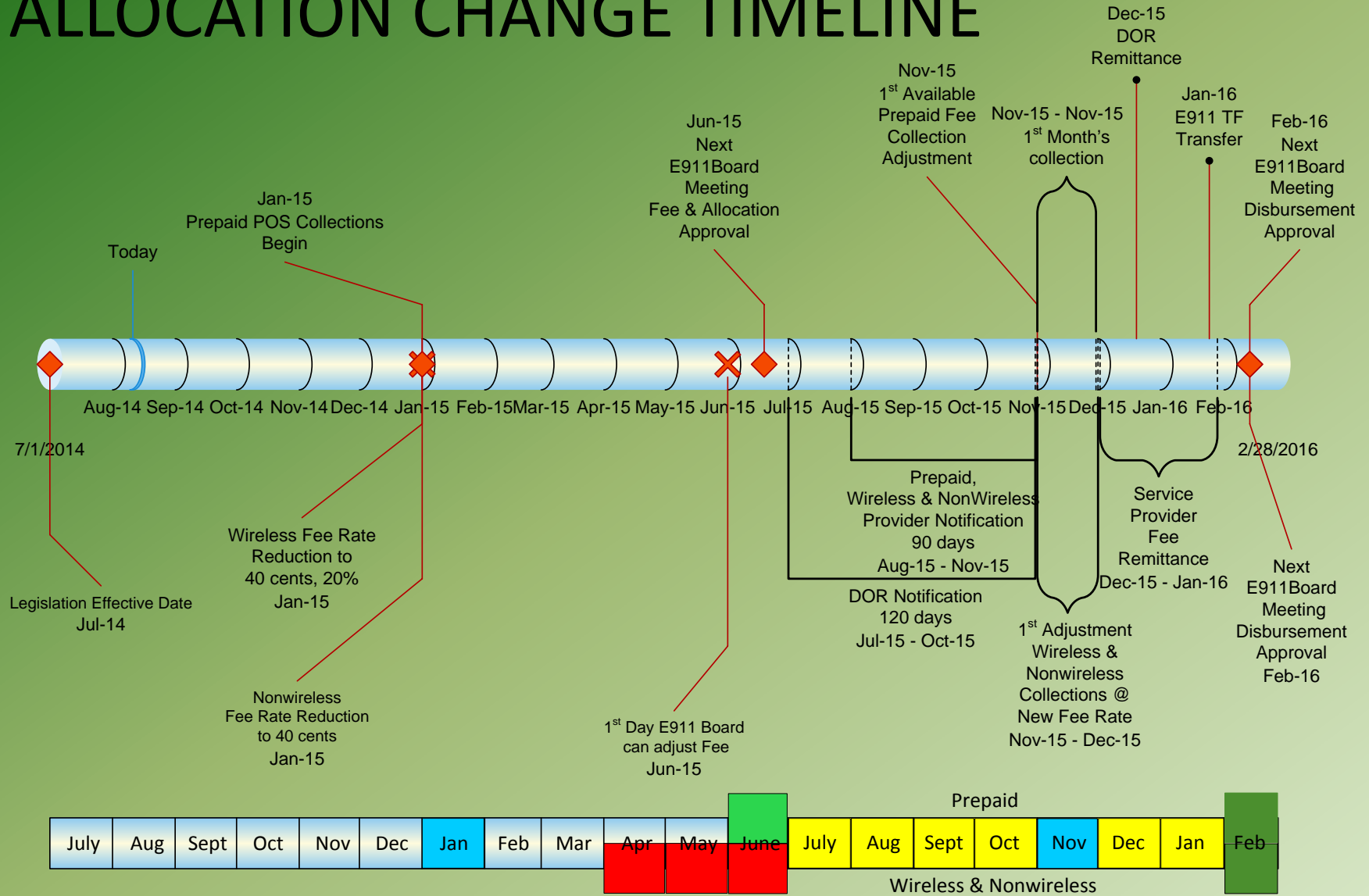
- Effective January 1, 2015, the fee shall be 40 cents per month for each service identifier.
- No sooner than June 1, 2015, the board may adjust the rate of the fee
- Any adjustment in the rate must be approved by a two-thirds vote of the total number of E911 board members.

Emergency Communications Number E911 System Fund

1(c) For accounting purposes the fund must be segregated into three separate categories:

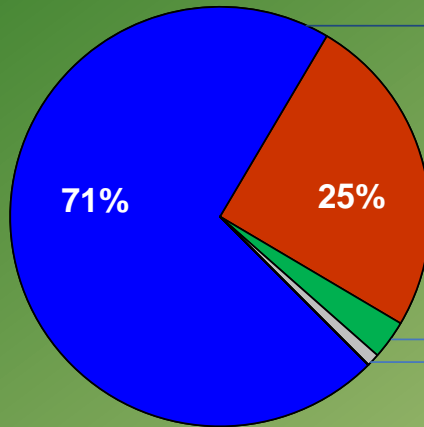
1. The wireless category; and
2. The nonwireless category; and
3. The prepaid wireless category.

ALLOCATION CHANGE TIMELINE



WIRELESS 911 FEE DISTRIBUTION PERCENTAGES

CURRENT



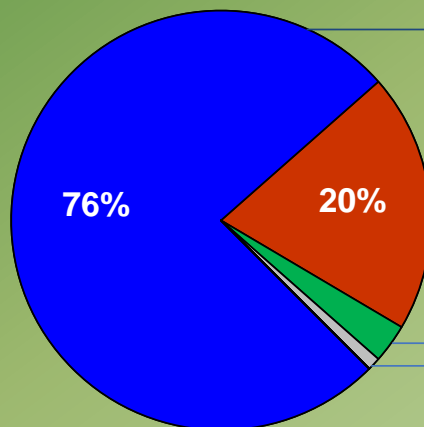
71 percent distributed each month to counties for the purposes of providing E911 service (payments are based on the number of wireless subscribers in each county).

25 percent available for distribution to wireless service providers in response to sworn invoices for the actual costs incurred in providing E911 service.

3 percent used to provide assistance to rural counties for providing 911 or E911 service.

1 percent of the fund is retained by the E911 Board for administrative and operational purposes.

NEW



76 percent distributed each month to counties for the purposes of providing E911 service (payments are based on the number of wireless subscribers in each county).

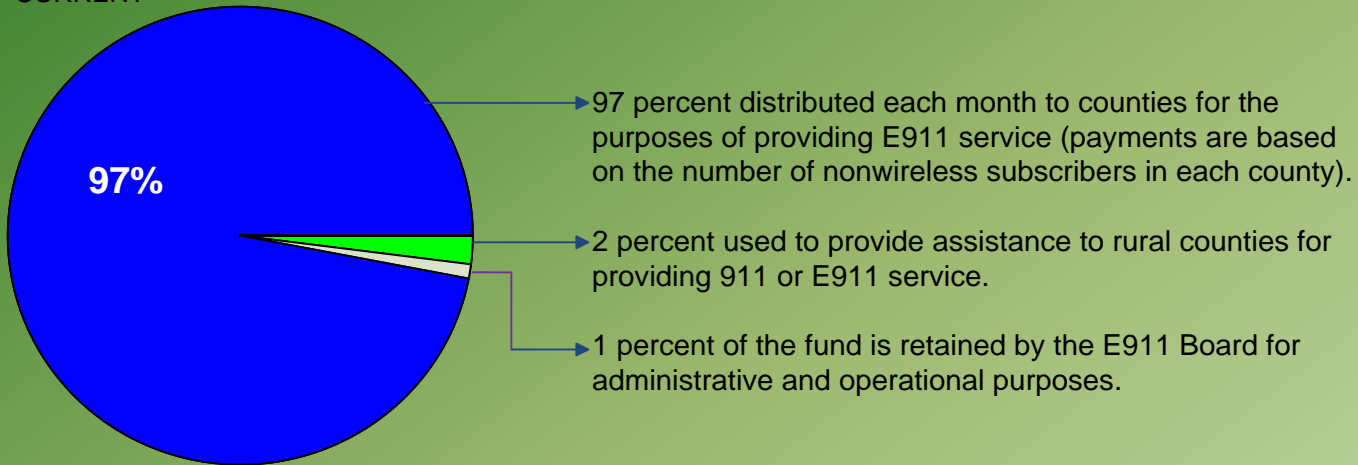
20 percent available for distribution to wireless service providers in response to sworn invoices for the actual costs incurred in providing E911 service.

3 percent used to provide assistance to rural counties for providing 911 or E911 service.

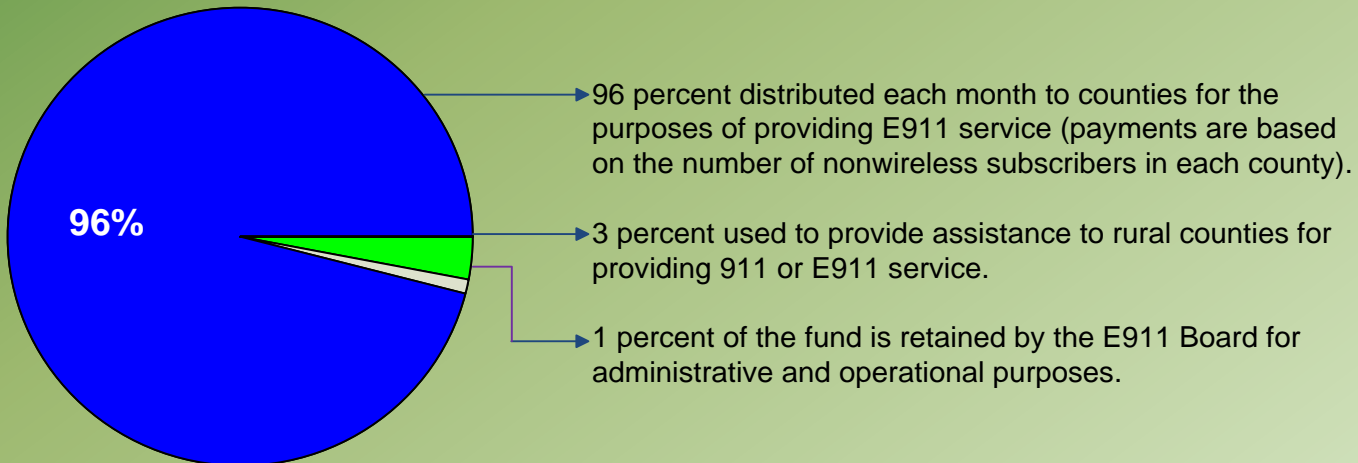
1 percent of the fund is retained by the E911 Board for administrative and operational purposes.

NONWIRELESS 911 FEE DISBURSEMENT PERCENTAGE

CURRENT



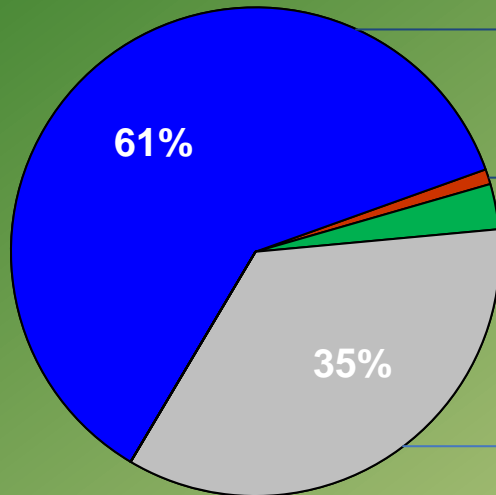
NEW



E911 Prepaid Fee Disbursement

- Sixty-one percent of the moneys in the prepaid wireless category shall be distributed each month to counties based on the total amount of fees reported and paid in each county....
- Thirty-five percent of the moneys in the prepaid wireless category shall be retained by the board to provide state E911 grants....
- The moneys from prepaid wireless E911 fees identified as nonspecific in accordance with s. 365.172(9) shall be distributed as determined by the E911 Board.

PREPAID WIRELESS 911 FEE DISBURSEMENT PERCENTAGES



61 percent distributed each month to counties for the purposes of providing E911 service (payments are based on total number of sales in each county).

1 percent of the fund is retained by the E911 Board for administrative and operational purposes.

3 percent used to provide assistance to rural counties for providing 911 or E911 service.

35 percent available state E911 grants to be awarded in accordance with the following order of priority:

1. For all large, medium, and rural counties to upgrade or replace E911 systems.;
2. For all large, medium, and rural counties to develop and maintain statewide 911 routing, geographic, and management information systems;
3. For all large, medium, and rural counties to develop and maintain next-generation 911 services and equipment.

2014 Legislation - Actions (effective March 1, 2015)

- State E911 Grant Application Changes based on Prepaid category receipts and legislative priorities.
- Carry Forward and Excess Cost Recovery Rule Change
- County Financial Audit & E911 Board Review

Carry Forward Use

- A county may carry forward up to 30 percent of the total funds disbursed to the county by the board during a county fiscal year for expenditures for capital outlay, capital improvements, or equipment replacement, or implementation of a hosted system if such expenditures are made for the purposes specified in subparagraphs (a)1. and 2.; however, the 30-percent limitation does not apply to funds disbursed to a county under s. [365.172](#)(6)(a)3., and a county may carry forward any percentage of the funds, except that any grant provided shall continue to be subject to any condition imposed by the board.

Financial Audit & Review

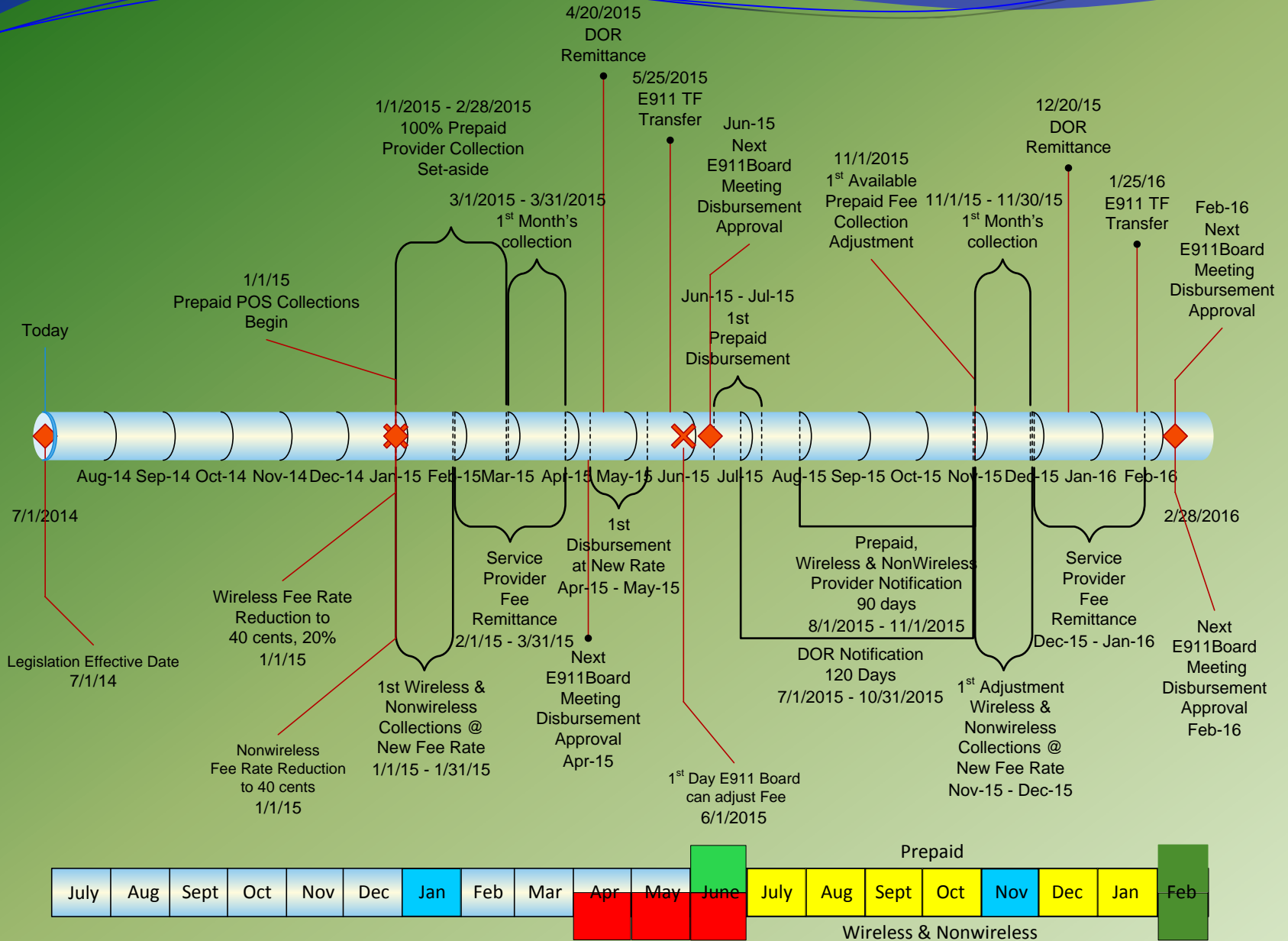
- The fund shall be included within the financial audit performed in accordance with s. [218.39](#).
- The financial audit shall assure that all E911 fee revenues, interest, and E911 grant funding are used for payment of authorized expenditures, as specified in s. 365.172(10) and as specified in the E911 Board grant and special disbursement programs.
- The county is responsible for all expenditures of revenues distributed from the county E911 fund and shall submit the financial audit reports to the board for review.

County Fund

- County shall establish a fund to be used exclusively for the receipt and expenditure of the revenues.
- The money collected and interest earned in this fund shall be appropriated for these purposes by the county commissioners and incorporated into the annual county budget.
- All fees placed in the fund and any interest accrued shall be used solely for costs described in subparagraphs (a)1. and 2. and may not be reduced, withheld, or allocated for other purposes.

Allowable Expenditures Modifications

- Clarifies that the Department of Health certification and training costs for 911 public safety telecommunications are allowable expenditures
- Modifications for labor costs specifically allowing technical system maintenance, database, and administrative personnel expenditures for E911 related activities. Limiting such allowable cost to the portion that is E911 related
- Pre-arrival instruction certification, charts, software, and training costs are allowable costs.
- E911 GIS mapping equipment and software including display equipment is listed as allowable for 911 caller location verification.





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

July 28, 2014

To: All Communications Service Providers

Re: Notification of Change in E911 Prepaid Wireless Fee Remittance, subsection 365.172(8), Florida Statutes

On behalf of the Florida E911 Board this notification is to inform that a change in E911 fee collection and remittance took place effective July 1, 2014. The State of Florida Legislature, during the 2014 legislative session, passed Emergency Communication Systems, Committee Substitute for Committee Substitute for House Bill 175, which was approved by the Governor on June 20, 2014 and enacted into law in Chapter 2014-196. The law provides modifications for prepaid wireless E911 fees.

In accordance with section 365.172, Florida Statutes, the Florida E911 Board is established to administer the fee imposed under the statute. As provided by statute, administration of the fee includes receiving revenues derived from the fee; distributing portions of such revenues to providers, counties and the Department of Management Services.

In accordance with subsection 365.172(8), Florida Statutes, effective July 1, 2014 the fee shall not be collected from the sale of prepaid wireless service sold before January 1, 2015. Beginning July 1, 2014, and effective through January 1, 2015, subparagraph 365.172(8)(a)3, Florida Statutes mandates that the fee shall not be assessed on or collected from a provider with respect to an end user's service if that end user's service is a prepaid wireless service sold before January 1, 2015. The E911 Board is preparing notification letters for the January 1, 2015 changes in fee remittance established by the legislation and is planning to provide a service provider notification letter 90 days prior to this established date.

Additional E911 fee remittance information is available on the Florida E911 Board Website at <http://florida911.myflorida.com>. Please contact me at (850) 921-2334, john.ford@dms.myflorida.com or Penney Taylor (850) 414-9636, penney.taylor@dms.myflorida.com with any questions and/or concerns related to this notification.

On behalf of the Florida E911 Board, I would like to thank you for your support of E911 service in Florida.

Sincerely,

John Ford, Chairman E911 Board

E911 Board Members:

John C. Ford • Laurene Anderson • L. Carolyn Dill-Collier • Stan L. Greer
Benjamin S. Guthrie • Sandra A. Khazraee • David A. Konuch • Dale M. Mitchell • Tomer Nadler • Ira U. Pyles

**E911 BOARD
RULES REPORT
AUGUST 2014**

Rule Number	Rule Title	Rule Development	Rule Notice	Work Shop	Adopted	Effective Date
60FF1-5.002	Rural County Grants	06/17/2014				
60FF1-5.003	State Grant Program	06/17/2014	07/11/2014		8/11/2014	09/1/2014

APPLICATION FOR

*THE E911 RURAL COUNTY GRANT
PROGRAM*

W Form 1A, incorporated by reference in Florida Administrative
Code Rule 60FF1-5.002 Rural County Grants, E911 Rural County
Grant Application, effective ~~10/15/2013~~9/1/2015

1.0 Purpose

The E911 Rural County Grant Program is to assist rural counties with the installation and maintenance of an Enhanced 911 (E911) system and to provide “seamless” E911 throughout the State of Florida.

2.0 Eligibility

The Board of County Commissioners in any county in the State of Florida with a population of less than 75,000 as per the most recent published data from the *Florida Association of Counties' Directory* is eligible to apply for this grant program. Funding priorities are established in Addendum I.

3.0 Definitions

- A. Enhanced 911 (E911): As defined by Section 365.172(3)(~~h~~), Florida Statutes, and as referenced in the State E911 Plan under Section 365.171, Florida Statutes.
- B. E911 Maintenance: Means the preventative, routine and emergency maintenance required by the State E911 Plan, in order to maintain the E911 System in operable working condition.
- C. E911 System: Means the Public Safety Answering Point equipment, in accordance with the State E911 Plan, including 911 call routing, processing, mapping and call answering communications equipment.
- ~~D. Government Accounting Standards Board (GASB): Means the independent organization that establishes and improves standards of accounting and financial reporting for U.S. state and local governments.~~
- ED. Next Generation 911 (NG-911): Means the designation for an advanced 911 emergency communications system or service that provides a communications service subscriber with 911 service and, in addition, directs 911 emergency requests for assistance to appropriate public safety answering points based on the geographical location from which the request originated, or as otherwise provided in the State E911 Plan under Section 365.171, Florida Statutes, and that provides for automatic number identification and automatic location identification features and emergency data information through managed IP-based networks.
- FE. Public Safety Answering Point (PSAP): As defined by Section 365.172(3)(ay), Florida Statutes, and as referenced in the State E911 Plan under Section 365.171, Florida Statutes.

4.0 E911 Rural County Grant Program Calendar

	Spring Schedule	Fall Schedule
Counties submit Application	by April 1	by October 1
E911 Board Members evaluate applications	April – May	October – November
E911 Board votes on applications to fund at regularly scheduled meeting	April – June	October – December
E911 Board sends notification of awards approved for funding to the counties. funding and issues check to counties approved for funding	before June 30	before December 30
Implementation period	One year from receipt of award and funds.	One year from receipt of award and funds.
Expiration of the right to incur costs. request payment and/or final reimbursement of funding.	Two years from receipt of award and funds. notification letter	Two years from receipt of award notification letter and funds.

5.0 General Conditions

- 5.1 Applications must be delivered to the following address:
State of Florida E911 Board
ATTN: E911 Board Administrative Staff
4030 Esplanade Way, Suite 135
Tallahassee, Florida 32399-0950
- 5.2 The applicant must provide one original of the pages for Application Form items 1 through 14 and the associated quotes. The grant application package must be postmarked or delivered on or before April 1 or October 1 of each year, dependent on the spring or fall application period. Failure to provide these documents will result in automatic rejection of the grant application. One scanned copy of the entire submitted package should also be provided on a CD-ROM, to ensure quality of the documents to be reviewed.
- 5.3 The E911 Board will ~~not~~ consider ~~remotely provided hosted 911 answering point call-taking equipment and network services directly attributable to establishing and provisioning E911 or NG-911 services~~ ~~leasing of equipment unless the applicant can show that leasing rather than purchase will reduce total costs.~~ ~~Leasing e~~ Costs ~~should shall~~ be calculated to account for only the first year warranty and maintenance costs and ~~should shall~~ not include upfront maintenance costs to reduce the ~~lease-yearly service~~ amount.
- 5.4 All grant applications shall be accompanied by at least one complete quote for equipment or services. ~~except for funding limitation item 6.3.7.~~ Grant applications totaling \$35,000.00 or more must be accompanied by at least three written substantiated competitive complete quotes from different vendors. Complete quote submittals shall include a detailed scope of work, all pages included in the vendor proposal, breakdown of all costs including equipment ~~and~~ service

E911 Rural County Grant Application, effective ~~10/15/2013~~ **9/1/2015**

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W Form 1A, incorporated by reference in Fla. Admin. Code R. 60FF1-5.002 Rural County Grants

- tasks and deliverables. The E911 Board will compare the three quotes to any existing state contract in order to determine appropriate funding. Any county that has made a good faith effort to obtain at least three competitive quotes and has not been able to obtain the quotes can request E911 Board review based on substantiated proof of request for quotes or posting of the request with documentation of the limited responses.
- 5.5 If the grant application does not exceed the threshold amount of \$195,000, the county can initiate a request for approval for sole source funding. These will be considered on a case-by-case basis. Justification for sole source funding shall be provided with the application. Sole source will be approved if provided in accordance with Chapter 287, Florida Statutes, or with provision of a letter from the county's purchasing department that the project is a sole source procurement based on the county's purchasing requirements, which shall be provided with this grant application.
- 5.6 Rather than submitting multiple application requests for maintenance, all eligible maintenance requests should be combined into a single application request and include a breakdown of the individual components of the E911 system maintenance costs that are requested for funding assistance in the application. Grant applications for maintenance, where the county obtained a grant or utilized county funds to purchase equipment and obtained three competitive quotes for the first year of maintenance, or met the requirements of General Conditions items 5.4 or 5.5, are not required to provide three written quotes with an application for an additional year of maintenance.
- 5.7 All maintenance requests should include on the vendor's quote for service the beginning and ending term for each maintenance request. Grant awards will be limited to maintenance contracts beginning prior to or within the maintenance cycle of the grant program. Spring cycle maintenance requests should be submitted for maintenance beginning May through October. Fall cycle maintenance requests should be submitted for maintenance beginning November through April. Complete quote shall include a detailed scope of work, all pages included in the vendor proposal, breakdown of all costs including equipment, service tasks and deliverables.
- 5.8 Applicants requesting items from different funding priorities should complete a separate application for each priority. See Addendum I - Funding Priorities for the E911 Rural County Grant Program for a listing of funding priorities. Items from the same funding priorities should be combined in the same application and shall comply with General Condition items 5.4 and 5.5.
- 5.9 Should two or more rural counties jointly apply for a grant, each county will be required to complete and submit a grant application detailing the funds requested and the county responsible for the funds. In addition one combined grant application detailing the entire project and a memorandum of understanding of all counties involved shall be submitted. The combined grant application shall comply with General Condition items 5.4 and 5.5.
- 5.10 Procurement shall be based on the county's purchasing requirements and the applicable State purchasing requirements, including Section 112.061, Florida Statutes. All travel and associated per diem costs proposed shall be in compliance with General Conditions item 6.3.8.

- 5.11 Funding application requests must include a scope of work that clearly establishes the tasks to be performed. The applications shall include all tasks that are required for successful completion of the project. The project shall be divided into quantifiable units of deliverables that shall be received and accepted in writing by the county before payment. Each deliverable must be directly related to the scope of work and must specify the required minimum level of service to be performed and the criteria for evaluating the successful completion of each deliverable.
- 5.12 Funding requests must include all necessary costs required for full implementation of the proposed solution including that of any third party. Should the county grant application request or grant award be less than the projected cost of the equipment or service, the county should provide verification of the ability to fund the difference. Pricing submitted cannot be contingent upon “yet to be” determined fees for products and services by the proposer or any other third party required for implementation.

5.13 The county shall provide information on the county’s preceding year E911 fee revenue amount, the preceding year carry forward funding amount and the total carry forward balance amount in the county E911 fund. The amount of grant funding award is limited based on the total amount of carry forward funding in the county E911 fund in excess of an amount calculated based on the allowable 30% carry forward amount for a two year basis. The county shall include the amount of their county carry forward funding being utilized for this grant in the Applied County Carry Forward or other Funding (if applicable) line in the Application Form item #12. Budget/Expenditure Report.

5.14 Detailed information is required for any grant application requesting funding for systems that require immediate system replacement for provisioning of enhanced 911 in the county. Include detailed justification and explanation for any E911 system with an expected remaining life of less than 1 year

5.15 Funding requests contingent upon “beta testing” or for products and services not in general production and installation will not be funded.

6.0 Limitation on Use of Funds

6.1 Only eligible expenses for E911 service listed in Section 365.172(910), Florida Statutes, (Appendix I) that are not specifically excluded in this application will be funded.

6.2 Specifically excluded E911 expenses:

6.2.1 Salaries and associated expenses for 911 coordinators and call takers or other 911 personnel will not be funded.

6.2.2 Wireline database costs from the ~~Local Exchange Carrier~~local exchange carrier, vehicle expenses, outside plant fiber or copper cabling systems, consoles, workstation furniture and aerial photography expenses will not be funded.

6.3 Funding limitations are specified on the following items:

E911 Rural County Grant Application, effective ~~10/15/2013~~9/1/2015
Page 5

W Form 1A, incorporated by reference in Fla. Admin. Code R. 60FF1-5.002 Rural County Grants

- 6.3.1 ~~Equipment~~ Hosted 911 answering point call-taking equipment and network services, recurring network and circuit costs, equipment maintenance and warranty costs will not be funded on more than an annual basis.
- 6.3.2 Grant funding shall be limited to eligible equipment maintenance and warranty costs for a primary PSAP and one other PSAP per county; either a primary, a secondary or a backup.
- 6.3.3 Grant funding shall be limited to eligible mapping maintenance and warranty costs for a primary PSAP and one other PSAP per county; either a primary, a secondary or a backup.
- 6.3.4 Grant funding for customer premise equipment shall be limited (per grant cycle) to eligible expenditures for a primary PSAP only.
- 6.3.5 ~~Selective router equipment costs are limited to the primary PSAP system and are limited to one per county.~~
- 6.3.65 Training cost funding is limited to new system & equipment training.
- 6.3.76 ~~Training conference and meeting funding opportunities shall be limited and include meetings and training conference fees, travel, lodging and expenses for either the Florida Spring or Fall Meeting and training conference that is scheduled within one year following the grant award. The funding request is limited to county 911 coordinator attendance only. A quote is not required for this request; however, the estimated costs should be based on actual projected travel costs. All remaining unused travel funds cannot be utilized for other purposes and shall be returned to the E911 Board. Application requests are limited to one per grant cycle; however, funding for attendance to both meetings in one year is allowable, based on separate grant cycle award and availability of grant program funding.~~
- 6.3.87 The allowable grant funding for travel expenses is limited to the authorized amounts established in Section 112.061, Florida Statutes, and the Department of Financial Services Guidelines for State Expenditures. Allowable costs for daily per diem shall not exceed \$186.00.

7.0 Approval and Award

- 7.1 The E911 Board will review each application for compliance with the requirements of terms and conditions.
- 7.2 Grant awards will be withheld for any county that has a grant with a past-due quarterly report or past-due final documentation and closeout of previous rural county grant awards.
- 7.3 Applications will be awarded based upon the priorities set by the E911 Board as listed in Addendum I - Funding Priorities for the E911 Rural County Grant Program.

E911 Rural County Grant Application, effective ~~10/15/2013~~ 1/2015

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W Form 1A, incorporated by reference in Fla. Admin. Code R. 60FF1-5.002 Rural County Grants

- 7.4 The E911 Board will adjust the amount awarded to a county based upon the availability of funds, eligibility of requested items, published quotes, increased effectiveness of grant funds, minimum system requirements for performing the needed E911 function as specified in the State E911 Plan, or documented factors provided in the grant application submission.
- 7.5 Any county that requires Board of County Commissioner approval of the grant program funding, prior to commencement of the project, shall notify the E911 Board in Application Form item #10. Grant funds for approved grant applications will be held until the county provides written notification to the E911 Board of the Board of County Commissioners approval of the project prior to the funds being disbursed from the E911 Trust Fund.
- 7.6 Any conditional hold, for documentation submittal referenced in 7.2 and 7.5, is limited to the last regularly scheduled E911 Board meeting application vote established in the grant program calendar.

8.0 Financial and Administrative Requirements

- 8.1 Grant funds shall be provided on a cost reimbursement basis. Grant funds shall be deposited in an interest bearing account maintained by the grantee, and each grant shall be tracked using a unique accounting code designator for deposits, disbursements and expenditures assigned by the county. All grant funds in the account maintained by the grantee shall be accounted for separately from all other funds. Any interest generated shall be returned to the E911 Board. Accounting shall be consistent with GASB 31 financial reporting.
- ~~8.2 Grant funds, including accrued interest~~ 8.2 Each grantee may submit reimbursement claims to the E911 Board as needed; however claims are limited to one request per month. Receipt of reimbursement funds from the E911 Board is contingent on the timely and accurate submittal of funding requests. Requests for reimbursement of expenditures must be submitted on the approved Appendix IV Financial Reimbursement of Expenditures Reporting Form. Incomplete claims forms or claims not submitted on the correct form cannot be processed and will be returned for corrections. Submit only for the amounts in each budget categories in which you have incurred expenditures.
- 8.4 Upon written request and accompanying documentation justifying the need, a county may receive an payment of funding with a completed Expenditures Reporting Form, with the vendor invoice, and county certification that the specific grant items including all tasks and deliverables included in the funding request are complete. Within 45 days of receipt of funding, the grantee shall submit verification of payment to the vendor.
- 8.5 Reimbursement claims shall include only expenditures claimed against the specific grant number awarded and include copies of purchase orders and paid vouchers, invoices, copies of check processing, journal transfers. To assure prompt processing, complete reimbursement claims should be e-mailed to:
E911Board-ElectronicGrantReports@dms.myflorida.com

~~8.6~~ Grant funds, can only be used between the beginning and ending dates of the grant term, unless the E911 Board authorizes an extension.

~~8.3~~ The right to incur costs under this grant expires two years from receipt of award and funds. The grantee may not incur costs for and request payment with grant funds or final reimbursement of funding past the expiration date.

~~8.4~~ On grant awards of \$100,000.00 or more, any interest generated must be spent as part of this project or the earned interest shall be returned to the E911 Board. Utilization of the earned interest funds shall be authorized through an approved Request for Change Form and expenditure documentation shall be included in the final report. On grant awards of \$100,000.00 or less, any interest generated can be spent as part of this project or used for other allowable E911 expenditures listed in Section 365.172(9), Florida Statutes.

~~8.5~~8.7 Responsibility for grant funding and any failure to perform the minimum level of service required by the grant application and the application scope of work cannot be transferred under any circumstances from the County. Failure to perform the scope of work or expenditure of funds for other than allowable 911 costs as stated in the grant application shall require the county to return the awarded funds to the E911 Board.

~~8.6~~8 Responsibility for property and equipment obtained under a grant cannot be transferred under any circumstances. If a sale or transfer of such property or equipment occurs within five years after a grant ends, funds must be returned to the E911 Board on a pro rata basis.

~~8.7~~9 The grantee agrees that any improvement, expansion or other effect brought about in whole or part by grant funds will be maintained for a minimum of five years or thereafter until the effective replacement date of the system.

~~8.10~~ If a grantee materially fails to comply with any term of an award, the Board shall take one or more of the following actions, as appropriate in the circumstances:

- Temporarily withhold grant payments pending grantee correction of the deficiency,
- Disapprove all or part of the cost of the activity or action not in compliance,
- Suspend or terminate the current award for the grantee's project,
- Suspend or deny future grant awards.

The Board will provide the grantee an opportunity for a hearing, appeal, or other administrative proceeding to which the grantee is entitled under Florida Statute or regulation applicable to the action involved.

~~8.11~~ Grant awards may be terminated in whole or in part by the Board, with the consent of the grantee, in which case the two parties shall agree upon the termination conditions, including the effective date and in the case of partial termination, the portion to be terminated. Grant awards may be terminated by the grantee upon written notification to the Board, detailing the reasons for such termination, the effective date, and return of all funding.

8.12 Grant funds provided in excess of the amount to which the actual cost incurred to meet the terms and conditions of the grant agreement must be refunded to the E911 Board and sent to the Florida E911 Board's Post Office Box address:

Florida E911 Board
Post Office Box 7117
Tallahassee, Florida 32314

The refund shall include transmittal information detailing the amount of returned funds that are excess grant funding and/or returned interest and shall include the number of the associated grant.

9.0 Grant Reporting Procedures

9.1 Grantees will be required to submit quarterly reports summarizing ~~all~~accumulative expenditures and status of the grant project. Quarterly reports shall include both an updated Application Form item #12 Budget/Expenditure Report and a completed Appendix III Quarterly Report Form.

9.1.1 Reporting will begin at the conclusion of the first full quarter after the award. The report periods will end on March 31, June 30, September 30, and December 31 of each year. Reports are due within 30 days of the ending report period.

9.1.2 Earned interest shall be reported cumulatively and included with each quarterly report.

9.1.3 Updated reports and associated information should be e-mailed to E911Board-ElectronicGrantReports@dms.myflorida.com.

9.2 At project completion, a final report shall be submitted based on the same reporting requirements described in grant reporting item 9.1. The county shall determine the final completion date based on the final payment date, or the initiation date of the warranty period. Final documentation including copies of all expenditures and corresponding invoices shall be submitted within 90 days of the final report.

~~9.3~~ 9.3 Change requests shall be submitted prior to deviation from any awarded grant applications. No changes or departures from the original request are authorized unless approved in writing by the E911 Board. Such requests shall be submitted using the form attached in Appendix II, Request for Change Form. Any unauthorized change shall require the return of grant funds, plus any interest accrued.

9.3.1 Time extension requests will not be granted unless the county has executed a contract for the grant equipment and/or services, or demonstrates good cause for failure to execute a contract within twelve months of award. Good cause documentation shall include a new project timeline schedule.

9.3.2 Time extensions shall be limited to a maximum of one additional year when approved by the E911 Board.

9.3.3 Request for Change forms and associated information should be e-mailed to

E911 Rural County Grant Application, effective ~~10/15/2013~~9/1/2015

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W Form 1A, incorporated by reference in Fla. Admin. Code R. 60FF1-5.002 Rural County Grants

E911Board-ElectronicGrantReports@dms.myflorida.com.

- 9.4 The Appendix III Quarterly Report Form shall inform the E911 Board of significant impacts to grant supported activities. Significant impacts include project status developments affecting time schedules and objectives, anticipated lower costs or producing beneficial results in addition to those originally planned. Additionally, problems, delays, or adverse conditions which will materially impair the ability to meet the timely completion of the award must be reported. The disclosure must include a statement of the action taken, or contemplated, and any assistance needed to resolve the situation.
- 9.5 The county's Board of County Commission chairperson shall be notified when overdue quarterly reports or final reports are not received before the next E911 Board meeting following the month after the end of the quarter in which they are due.
- 9.6 Funding continuance will be based on timely submission of quarterly reports.
- 9.7 Final document submission and close-out of a grant does not affect the E911 Board's right to disallow costs and recover funds on the basis of an audit or financial review. The county shall remain obligated to return any funds expended that do not comply with the terms and conditions of the grant award.

DRAFT

County _____

STATE OF FLORIDA E911 BOARD
E911 GRANT PROGRAM APPLICATION FORM

Total Amount Requested: _____

Project Title: _____

1. **Board of County Commissioners Chair:** _____

Mailing Address: _____

City: _____

State: _____ Zip: _____ - _____

Phone: () _____ Fax: _____

Email Address: _____

2. **County 911 Coordinator:** _____

Mailing Address: _____

City: _____

State: _____ Zip: _____ - _____

Phone: () _____ Fax: _____

Email Address: _____

3. **Federal Tax ID Number:** _____

County _____

COUNTY INFORMATION
USE 12 POINT FONT OR LEGIBLE HAND PRINTING

4. County Fact Information

- A. County _____
- B. Population _____
- C. Total Number of Incoming Nonwireless Trunks _____
- D. Total Number of Incoming Wireless Trunks _____
- E. Number of PSAP's _____
- F. Number of Call ~~Taker-taking~~ Positions per PSAP _____
- G. Total Volume of 911 Calls _____
- H. What equipment is needed to maintain the Enhanced 911 system?

- I. What equipment is requested in this grant application?

- J. Financial Information:
- 1.) What are the current annual costs for your E911 system (circuits, customer records hardware and software, etc.) not including maintenance?

- 2.) What are the current annual costs for maintenance of items included in 1.)?

- 3.) Total amount of E911 fee revenue received in the preceding year?

- 4.) Total amount of county carry forward funding retained in the preceding year?

- 5.) Current total amount of county carry forward funding?

- 6.) Two year maximum calculated amount for Applied Carry Forward Funding Calculation (multiply amount in J.3.) by 30% and then multiply by 2))

- 7.) Minimum calculated amount for Applied Carry Forward Funding Calculation (amount in J.5.) subtracted by amount in J.6.)
Insert in Item 12. Budget Expenditure Report _____

5. Describe your county's existing E911 system. Include specific information on existing system equipment upgrades and when the installation of this equipment was completed.

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6. Describe the scope of work for the proposed project including any goal(s) and objectives. Include the tasks to be performed as part of the project. Provide scope of work in quantifiable units of deliverables that shall be received and accepted. For each deliverable specify the required minimum level of service to be performed and the criteria for evaluating the successful completion of each deliverable.

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7. Justification of the need for the proposed project. Provide detailed information on the existing system's condition including a detailed justification for any system with an expected remaining life of less than 1 year.

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8. Describe why your county will not be able to complete this project without this grant funding.

9. Briefly describe how this grant project would be in concurrence with the State E911 Plan.

10. Describe the required steps with an anticipated time schedule with procurement and payment milestones and a total project completion date.

11. Sole source justification (if applicable).

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12. Budget/Expenditure Report

Prepare an itemized Grant Budget (“Line Item” breakdown should include separated systems, i.e.; ~~E911 System~~ 911 system, logging recorder, centerline mapping, etc. and services items). The completed form shall be used to complete quarterly report requirements, listing expenditures and revisions {if any} in appropriate columns. If there is insufficient space, please include details in an attachment. **Budget costs should match requested vendor quote.**

County:		Grant Number:		Report Date:	
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For Grant Period Ending:	<input type="checkbox"/> March 31	<input type="checkbox"/> June 30	<input type="checkbox"/> September 30	<input type="checkbox"/> December 31	Year:		FINAL	<input type="checkbox"/>
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Proposed Budget				USE FOR QUARTERLY REPORTS	
Line Item	Unit Price (\$)	Quantity	Total Cost -(\$)	Revised Budget	Total Expenditure for Grant <u>PeriodCumulative Expenditures (\$)</u>
A. Systems (Hardware, Software, Equipment & Labor)					
Total System Items					
B. Services (Training, Maintenance and Warranty Items)					
Total Service Items					
<u>Less any</u> Applied County Carry Forward or other Funding (if applicable)					
Grant Request Total					

USE FOR ALL REPORTS	
Total Amount of Grant Awarded	

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Total Interest for Grant Period	
Final Completion Date:	

Signature, County 911 Coordinator

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Appendix I

NO requests for funding will be acknowledged for any items not specified in Section 365.172, Florida Statutes, Emergency communication number “E911”; paragraph (9)(10) (shown below).

Section 365.172(9, (10), Florida Statutes

AUTHORIZED EXPENDITURES OF E911 FEE.—

(a) For purposes of this section, E911 service includes the functions of database management, call taking, ~~dispatching,~~ location verification, and call transfer. Department of Health certification and recertification and training costs for 911 public safety telecommunications, including dispatching, are functions of 911 services.

(b) All costs directly attributable to the establishment or provision of E911 service and contracting for E911 services are eligible for expenditure of moneys derived from imposition of the fee authorized by ~~this section-subsections (8) and (9).~~ These costs include the acquisition, implementation, and maintenance of Public Safety Answering Point (PSAP) equipment and E911 service features, as defined in the ~~Public Service Commission's lawfully approved 911 and E911 and related tariffs providers' published schedules~~ or the acquisition, installation, and maintenance of other E911 equipment, including ~~circuits; call answering equipment; call transfer equipment; ANI controllers; or ALI controllers; ANI displays; or ALI displays; station instruments; E911 telecommunications systems; visual call information and storage devices; recording equipment; telephone devices and other equipment for the hearing impaired used in the E911 system; PSAP backup power systems; consoles; automatic call distributors, and interfaces, including hardware and software, for computer-aided dispatch (CAD) systems; integrated CAD systems for that portion of the systems used for E911 call taking; GIS system and software equipment and information displays; network clocks; salary and associated expenses for E911 call takers for that portion of their time spent taking and transferring E911 calls, salary, and associated expenses for a county to employ a full-time equivalent E911 coordinator position and a full-time equivalent mapping or geographical data position, and a staff assistant position per county technical system maintenance, database, and administration personnel~~ for the portion of their time spent administrating the E911 system; ~~emergency medical, fire, and law enforcement prearrival instruction software; charts and training costs;~~ training costs for PSAP call takers, supervisors, and managers in the proper methods and techniques used in taking and transferring E911 calls, costs to train and educate PSAP employees regarding E911 service or E911 equipment, including fees collected by the Department of Health for the certification and recertification of 911 public safety telecommunications as required under s. ~~401.465, 401.465;~~ and expenses required to develop and maintain all information, including ALI and ANI databases and other information source repositories, necessary to properly inform call takers as to location address, type of emergency, and other information directly relevant to the E911 call-taking and transferring function. Moneys derived from the fee may also be used for next-generation E911 network services, next-generation E911 database services, next-generation E911 equipment, and wireless E911 routing systems.

(c) The moneys may not be used to pay for any item not listed in this subsection, including, but not limited to, any capital or operational costs for emergency responses which occur after the call transfer to

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the responding public safety entity and the costs for constructing, leasing, maintaining, or renovating buildings, except for those building modifications necessary to maintain the security and environmental integrity of the PSAP and E911 equipment rooms.

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Appendix III

Quarterly Report

County: _____

Grant Number: _____

Report Date: _____

Project Status Update:

Problems/Delays:

Signature of Authorized Official

Date

Appendix IV Financial Reimbursement of Expenditures Reporting Form

Prepare an itemized request for reimbursement expenditures in each budget categories for each deliverable. Attach copies of purchase orders and paid vouchers, invoices, copies of checks, journal transfers, required for expenditure justifications. If there is insufficient space, please include details in an attachment.

County:		Grant Number:		Request Number:		Request Date:	
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Budget Categories					
<u>Deliverable Items</u>	<u>Unit Price (\$)</u>	<u>Quantity</u>	<u>Total Amount (\$)</u>	<u>Previous Request Amount (\$)</u>	<u>Current Request Amount (\$)</u>
<u>A. Systems (Hardware, Software, Equipment & Labor)</u>					
<u>B. Services (Training, Maintenance and Warranty Items)</u>					
Grant Request Total					

Request payment of funding {if applicable} <input type="checkbox"/>
<u>Justification of payment funding need:</u>

Signature, County 911 Coordinator

Addendum I

Funding Priorities for the E911 Rural County Grant Program

The criteria for determining acceptability for disbursement of funds from the State of Florida E911 Rural County Grant Program will be made on a PRIORITY basis. There will be seven (7) priorities as identified below:

PRIORITY 1: Rural counties with E911 Phase II Primary PSAP systems that require immediate system replacement to maintain enhanced 911 status or when the expected remaining life of the system is less than 1 year.

PRIORITY 2: Rural counties with E911 Phase II systems that require maintenance or warranty agreements for maintaining enhanced 911 status. This may include the following, listed in order of funding priority a through b:

- a: E911 System Maintenance (pertaining exclusively to items listed in Priorities 4a-h only)
- b: E911 Map Maintenance (pertaining exclusively to items listed in Priority 6a only)

~~**PRIORITY 3:** Rural counties requesting Florida Coordinator's meeting and training conference funding, limited to the county 911 coordinator, for either a spring or fall cycle.~~

PRIORITY 43: Rural counties with E911 Phase II Primary PSAP systems that require new or replacement of critical or necessary hardware or software for maintaining E911 Phase II status. This may include the following, listed in order of funding priority a through h:

- a: Hardware and software for Customer Premise Equipment
- b: Lightning Protection Equipment
- c: Uninterruptible Power Supply Equipment
- d: E911 Voice Recording Equipment
- e: County E911 Standalone ALI Database Equipment
- f: E911 Map Display Equipment
- g: New additional 911 Call Taker Position Equipment
- h: Net clock

PRIORITY 54: Rural counties with E911 Phase II Systems requesting consolidation of E911 PSAPs, which decreases the number of Primary or Secondary PSAPs in the county by a minimum of one.

PRIORITY 65: Rural counties with E911 Phase II Systems that require mapping services necessary for maintaining E911 Phase II Geographic Information Systems (GIS). This may include the following, listed in order of funding priority a through b:

- a: E911 Map System Equipment - E911 map generation hardware and software licensing is limited to components for two stations
- b: GIS Centerline, point generation and map accuracy services

PRIORITY 76: Rural counties with E911 Phase II systems that require allowable E911 expense items that are not defined in Priorities 1, 2, 3, 4, and 5 & 6 to maintain a complete E911 system.

Regional E911 system project requests related to systems, equipment and maintenance will be considered the highest priority within each priority category.

Grants awards will be funded in order of priority assigned. Total funding for any priority may be adjusted based on the remaining funds available, the number of applications and the anticipated requests in the next funding cycle. The acceptability for disbursement of funds from the State of Florida E911 Rural County Grant Program for any E911 expense items not expressly provided for in Priorities above shall be determined at the discretion of the E911 Board pursuant to its authority under Sections 365.172 and 365.173, Florida Statutes.

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60FF1-5.002 Rural County Grants.

The E911 Rural County Grant program is a semi-annual grant program provided for the purpose of assisting rural counties, as defined by Section 365.172(3)(yz), F.S., with the installation and maintenance of an Enhanced 911 (E911) system.

(1) Eligibility. Any Board of County Commissioners in the State of Florida, with a county population of fewer than 75,000 is eligible to apply.

(2) Definitions.

(a) "Enhanced 911" (E911): As defined by Section 365.172(3)(ih), F.S., and as referenced in the State E911 Plan under Section 365.171, F.S.

(b) "E911 Maintenance": Means the preventative, routine and emergency maintenance required by the State E911 Plan, in order to maintain the E911 System in operable working condition.

(c) "E911 System": Means the Public Safety Answering Point equipment, in accordance with the State E911 Plan, including 911 call routing, processing, mapping and call answering communications equipment.

~~(d) "Government Accounting Standards Board" (GASB): Means the independent organization that establishes and improves standards of accounting and financial reporting for U.S. state and local governments.~~

~~(e)~~ (d) "Next Generation 911" (NG-911): Means the designation for an advanced 911 emergency communications system or service that provides a communications service subscriber with 911 service and, in addition, directs 911 emergency requests for assistance to appropriate public safety answering points based on the geographical location from which the request originated, or as otherwise provided in the State E911 Plan under Section 365.171, F.S., and that provides for automatic number identification and automatic location identification features and emergency data information through managed IP-based networks.

~~(f)~~ "Public Safety Answering Point" (PSAP): As defined by Section 365.172(3)(ay), F.S., and as referenced in the State E911 Plan under Section 365.171, F.S.

(3) General conditions.

(a) Each rural county applying for rural county grant funds shall complete and submit W Form 1A, "Application for the E911 Rural County Grant Program," effective 4/1/2014, which is incorporated herein by reference and which may be obtained from the E911 Board office at the following address: <http://www.flrules.org/Gateway/reference.asp?No=Ref-03645> or

State of Florida E911 Board
ATTN: Administrative Assistant
4050 Esplanade Way
Building 4030 – Suite 135
Tallahassee, Florida 32399-0950

The applicant must provide one original of the pages for Application Form items 1 through 14 and the associated quotes. The grant application package must be postmarked or delivered on or before April 1 or October 1 of each year, dependent on the spring or fall application period.

~~(b) The E911 Board will approve grants for leased equipment only if the applicant county can demonstrate that a lease agreement would be financially beneficial to the grant program as a whole.~~

~~(b) Hosted 911 answering point call-taking equipment and network services, recurring network and circuit costs, equipment maintenance and warranty costs will not be funded on more than an annual basis. Costs shall be calculated to account for only the first year warranty and maintenance costs and shall not include upfront maintenance costs to reduce the yearly service amount.~~

(c) Equipment procurement shall be based on the county's purchasing requirements and the applicable State purchasing requirements specified in Chapter 287, F.S., and the requirements of Section 112.061, F.S.

(d) Grant applications totaling \$35,000.00 or more must be accompanied by at least three written substantiated competitive quotes from different vendors. The E911 Board will compare the three quotes to any existing state contract in order to determine appropriate funding. Any county that has made a good faith effort to obtain at least three competitive quotes and has not been able to obtain the quotes can request E911 Board review based on substantiated proof of request for quotes or posting of the request with documentation of the limited responses.

(e) Sole source funding will be considered on a case-by-case basis. Justification for sole source funding shall be provided with the application. Sole source funding will be approved if provided in accordance with Chapter 287, F.S., or with provision of a letter from the county's purchasing department that the project is a sole source procurement based on the county's purchasing requirements, which shall be provided with this grant application.

(f) Priorities for awarding of grants will be determined by the E911 Board. Grant priorities may be adjusted by the Board and published with the grant application package three (3) months prior to the application submission date. The grant priority list is available as an addendum with the grant application at the start of each grant cycle at the address shown in paragraph (3)(a) above.

(g) Equipment maintenance and warranty costs will not be funded on more than an annual basis.

(h) No grant money will be awarded to be used for the purpose of paying call takers' salaries.

(i) Two or more rural counties may apply for a joint grant, but each county must complete and submit W Form 1A as requested and indicated.

(j) Grant funding shall be limited to eligible equipment maintenance and warranty costs for a primary PSAP and one other PSAP per county; either a primary, a secondary or a backup.

(k) Grant funds shall be provided on a cost reimbursement basis. Grant funds shall be deposited in a bank account maintained by the grantee county, and each grant shall be assigned a unique accounting code designation for deposits, disbursements, and expenditures. All E911 Rural County Grant funds in the account shall be accounted for separately from other grantee funds. ~~Utilization of the earned interest funds shall be authorized through an approved Request for Change Form and expenditure documentation shall be included in the final report. Grant funds including accrued interest.~~ Grant funds may be used only between the beginning and ending dates of the grant, unless an extension is requested and authorized by the E911 Board. Extension of time will not be granted unless the county has executed a contract for the grant equipment and/or services, or demonstrates good cause for failure to execute a contract within twelve months of award. Grant extensions shall be limited to a maximum of one additional year when approved by the Board.

(l) Grant funding for customer premise equipment shall be limited to eligible expenditures for a primary PSAP only.

(m) ~~Any county that requires Board of County Commissioner approval of the grant program funding, prior to commencement of the project, shall notify the E911 Board in Application Form item #10. Grant funds for approved grant applications will be held until the county provides written notification to the E911 Board of the Board of County Commissioners approval of the project prior to the funds being disbursed from the E911 Trust Fund. Upon written request and accompanying documentation justifying the need, a county may receive payment of funding with a completed Expenditures Reporting Form, with the vendor invoice, and county certification that the specific grant items including all tasks and deliverables included in the funding request are complete. Within 45 days of receipt of funding, the grantee shall submit verification of payment to the vendor.~~

(n) ~~Grant awards may be terminated in whole or in part by the Board, with the consent of the grantee, in which case the two parties shall agree upon the termination conditions, including the effective date and in the case of partial termination, the portion to be terminated. Grant awards may be terminated by the grantee upon written notification to the Board, detailing the reasons for such termination, the effective date, and return of all funding.~~

(n) ~~Grant funds shall be deposited in an interest bearing account maintained by the grantee county, and each grant shall be assigned a unique accounting code designation for deposits, disbursements, and expenditures. All E911 Rural County Grant funds in the account shall be accounted for separately from other grantee funds. Accounting shall be consistent with GASB 31 financial reporting. Utilization of the earned interest funds shall be authorized through an approved Request for Change Form and expenditure documentation shall be included in the final report. Grant funds including accrued interest may be used only between the beginning and ending dates of the grant, unless an extension is requested and authorized by the E911 Board. Extension of time will not be granted unless the county has executed a contract for the grant equipment and/or services, or demonstrates good cause for failure to execute a contract within twelve months of award. Grant extensions shall be limited to a maximum of one additional year when approved by the Board.~~

(o) Grantee counties must submit quarterly reports to the E911 Board, summarizing the expenditures and activities of the grant funds. The reports are due 30 days after the end of the reporting period, which ends March 31, June 30, September 30, and December 31. Updated Grant Budget/Expenditure, Quarter Report Forms, Request for Change Forms, and Final Report Forms and associated information should be e-mailed to E911 Board-ElectronicGrantReports@dms.myflorida.com. The quarterly and final reports will be considered late if not received by the Board Staff prior to the next scheduled Board Meeting after the due date. Quarterly reports, change requests, and final reports shall be signed by the county 911 coordinator. ~~E-mail~~ mailed reports from the county 911 coordinator shall be considered as meeting this signature requirement.

(p) At project completion, a final report shall be submitted based on the same reporting periods described in paragraph (3)(o). The County shall determine the final completion date based on the final payment date or the initiation date of the warranty period.

Final supporting documentation including copies of all expenditures and corresponding invoices shall be submitted within 90 days of the final report.

(q) The county's Board of County Commission Chairperson shall be notified when overdue quarterly reports or final reports are not received before the next E911 Board meeting following the month after the end of the quarter in which they are due.

(r) Funding continuance will be based on timely submission of quarterly reports.

(s) Grant awards will be withheld for any county that has a grant with a past-due quarterly report or past-due final documentation and closeout of previous rural county grant awards.

(t) Responsibility for property and equipment obtained under a grant cannot be transferred under any circumstances. If a sale or transfer of such property or equipment occurs within five years after a grant ends, funds must be returned on a pro rata basis.

(u) Responsibility for grant funding and any failure to perform the minimum level of service required by the grant application and the application scope of work cannot be transferred under any circumstances from the County. Failure to perform the scope of work or expenditure of funds for other than allowable 911 costs as stated in the grant application shall require the county to return the awarded funds to the E911 Board.

(uv) The amount and availability of funds in the Trust Fund for allocation each year is subject to an annual appropriation by the Legislature. The E911 Board will adjust the funds awarded to a rural county based upon eligibility of requested items, published quotes, increased effectiveness of grant funds, minimum system requirements for performing the needed E911 function as specified in the State E911 plan, or documented factors provided in the grant application submission.

(4) The Rural County Grant program will operate on the following two schedules:

(a) Spring Schedule:

1. Counties submit applications: by April 1;
2. E911 Board evaluates applications: April – May;
3. Board votes on applications at regularly scheduled meetings: April – June;
4. Board sends notification of award ~~and issues checks to counties approved for funding:~~ before June 30;
5. Implementation period: One year from receipt of award of funds;
6. Expiration of the right to incur costs: Two years from receipt and award ~~of funds~~ notification letter.

(b) Fall Schedule:

1. Counties submit applications: by October 1;
2. E911 Board evaluates applications: October – November;
3. Board votes on applications at regularly scheduled meetings: October – December;
4. Board sends notification of award ~~and issues checks to counties approved for funding:~~ before December 30.
5. Implementation period: One year from receipt of award of funds;
6. Expiration of the right to incur costs: Two years from receipt of award ~~and funds~~ notification letter.

Rulemaking Authority 365.172(6)(a)11. FS. Law implemented 365.173(2)(g), 365.172(9)(a), (b), (c) FS. History—New 12-7-08, Amended 10-19-09, 4-15-10, 10-27-10, Formerly 60FF-5.002, Amended 7-17-11, 2-7-12, 9-2-12, 1-30-14 _____.

APPLICATION FOR

THE E911 STATE GRANT PROGRAM

W Form 3A, incorporated by reference in Florida Administrative
Code Rule 60FF1-5.003 E911 State Grant Program - Application
effective 8/1/2014

1.0 Purpose

The E911 State Grant Program is to assist counties with the installation of Enhanced 911 (E911) systems and to provide “seamless” E911 throughout the State of Florida.

2.0 Eligibility

The Board of County Commissioners in any county in the State of Florida is eligible to apply for this grant program.

3.0 Definitions

- A. Enhanced 911 (E911): As defined by Section 365.172(3)(h), Florida Statutes, and as referenced in the State E911 Plan under Section 365.171, Florida Statutes.
- B. E911 Maintenance: Means the preventative, routine and emergency maintenance required by the State E911 Plan, in order to maintain the E911 Systems in operable working condition.
- C. E911 System: Means the Public Safety Answering Point equipment, in accordance with the State E911 Plan, including 911 call routing, processing, mapping and call answering communications equipment.
- D. Government Accounting Standards Board (GASB): Means the independent organization that establishes and improves standards of accounting and financial reporting for U.S. state and local governments.
- E. Next Generation 911 (NG-911): Means the designation for an advanced 911 emergency communications system or service that provides a communications service subscriber with 911 service and, in addition, directs 911 emergency requests for assistance to appropriate public safety answering points based on the geographical location from which the request originated, or as otherwise provided in the State E911 Plan under Section 365.171, Florida Statutes, and that provides for automatic number identification and automatic location identification features and emergency data information through managed IP-based networks.
- F. Public Safety Answering Point (PSAP): As defined by Section 365.172(3)(y), Florida Statutes, and as referenced in the State E911 Plan under Section 365.171, Florida Statutes.

4.0 E911 State Grant Program Calendar

	Schedule
Counties submit Application	Submission date as published in the Florida Administrative Register
E911 Board Members evaluate applications	Within two months of the submission date
E911 Board votes on applications to fund at regularly scheduled meeting	Within three months of the submission date
E911 Board sends notification letter of awards approved for funding to the counties.	Within four months of the submission date
Implementation period	One year from receipt of award notification letter
Expiration of the right to incur costs, request early payment and/or final reimbursement of funding.	Two years from receipt of award notification letter

5.0 General Conditions

- 5.1 Applications must be delivered to the following address:
State of Florida E911 Board
ATTN: E911 Board Administrative Staff
4030 Esplanade Way, Suite 135
Tallahassee, Florida 32399-0950
- 5.2 The applicant must provide one original of the pages for Application Form items 1 through 14 and the associated quotes. The grant application package must be postmarked or delivered on or before the submission date specified in the E911 Board notification of a State E911 Program as published in the Florida Administrative Register. Failure to provide these documents will result in automatic rejection of the grant application. One scanned copy of the entire submitted package should also be provided on a CD-ROM, to ensure quality of the documents to be reviewed.
- 5.3 The grant funds must only be used for capital expenditures or remotely provided hosted 911 answering point call-taking equipment and network services directly attributable to establishing and provisioning E911 or NG-911 services. Costs shall be calculated to account for only the first year warranty and maintenance costs and shall not include upfront maintenance costs to reduce the yearly service amount.
- 5.4 All grant applications shall be accompanied by at least one complete quote for equipment or services. Grant applications totaling \$35,000.00 or more must be accompanied by at least three written substantiated competitive complete quotes from different vendors. Complete quote submittals shall include a detailed scope of work, all pages included in the vendor proposal, breakdown of all costs including equipment, service tasks and deliverables. The E911 Board will compare the three quotes to any existing state contract in order to determine appropriate funding. Any county that has made a good faith effort to obtain at least three competitive quotes and has not been able to obtain the quotes can request E911 Board review based on substantiated proof of request for quotes or posting of the request with documentation of the limited responses.

- 5.5 If the grant application does not exceed the threshold amount of \$195,000, the county can initiate a request for approval for sole source funding. These will be considered on a case-by-case basis. Justification for sole source funding shall be provided with the application. Sole source will be approved if provided in accordance with Chapter 287, Florida Statutes, or with provision of a letter from the county's purchasing department that the project is a sole source procurement based on the county's purchasing requirements, which shall be provided with this grant application.
- 5.6 Applicants requesting items from different funding priorities should complete a separate application for each priority. See Addendum I - Funding Priorities for the E911 State Grant Program for a listing of funding priorities. Items from the same funding priorities should be combined in the same application and shall comply with General Conditions items 5.4 and 5.5.
- 5.7 Should two or more counties jointly apply for a grant, each county will be required to complete and submit a grant application detailing the funds requested and the county responsible for the funds. In addition one combined grant application detailing the entire project and a memorandum of understanding of all counties involved shall be submitted. The combined grant application shall comply with General Conditions items 5.4 and 5.5.
- 5.8 Procurement shall be based on the county's purchasing requirements and the applicable State purchasing requirements, including Section 112.061, Florida Statutes. All travel and associated per diem costs proposed shall be in compliance with General Conditions item 6.3.5.
- 5.9 Funding application requests must include a scope of work that clearly establishes the tasks to be performed. The applications shall include all tasks that are required for successful completion of the project. The project shall be divided into quantifiable units of deliverables that shall be received and accepted in writing by the county before payment. Each deliverable must be directly related to the scope of work and must specify the required minimum level of service to be performed and the criteria for evaluating the successful completion of each deliverable.
- 5.10 Funding requests must include all necessary costs required for full implementation of the proposed solution including that of any third party. Should the county grant application request or grant award be less than the projected cost of the equipment or service, the county should provide verification of the ability to fund the difference. Pricing submitted cannot be contingent upon "yet to be" determined fees for products and services by the proposer or any other third party required for implementation.
- 5.11 The county shall provide information on the county's preceding year E911 fee revenue amount, the preceding year carry forward funding amount and the total carry forward balance amount in the county E911 fund. The amount of grant funding award is limited based on the total amount of carry forward funding in the county E911 fund in excess of an amount calculated based on the allowable 30% carry forward amount for a two year basis. The county shall include the amount of their county carry forward funding being utilized for this grant in the Applied County Carry Forward or other Funding (if applicable) line in the Application Form item #12. Budget/Expenditure Report.

- 5.12 Detailed information is required for any grant application requesting funding for systems that require immediate system replacement for provisioning of enhanced 911 in the county. Include detailed justification and explanation for any E911 system with an expected remaining life of less than 1 year.
- 5.13 Funding requests contingent upon “beta testing” or for products and services not in general production and installation will not be funded.

6.0 Limitation on Use of Funds

- 6.1 Only eligible expenses for E911 service listed in Section 365.172(10), Florida Statutes, (Appendix I) that are not specifically excluded in this application will be funded.
- 6.2 Specifically excluded E911 expenses:
- 6.2.1 Salaries and associated expenses for 911 coordinators, call takers or other 911 personnel will not be funded.
 - 6.2.2 Wireline database costs from the local exchange carrier, vehicle expenses, consoles, workstation furniture and aerial photography expenses will not be funded. Interconnecting hardware and network equipment for NG-911 PSAPs is fundable; however, outside plant copper or fiber cabling systems and building entrance build out costs are not fundable.
- 6.3 Funding limitations are specified on the following items:
- 6.3.1 Hosted 911 answering point call-taking equipment and network services, recurring network and circuit costs, equipment maintenance and warranty costs will not be funded on more than the first year implementation period.
 - 6.3.2 Grant funding shall be limited (per grant cycle) to eligible expenditures for one PSAP per county; either one primary or one secondary PSAP. Counties with only one PSAP in the county, with no other primary or secondary PSAPs, may be eligible for grant funding for one backup PSAP.
 - 6.3.3 Selective router equipment costs are limited to the primary PSAP system and are limited to one per county.
 - 6.3.4 Training cost funding is limited to new system & equipment training.
 - 6.3.5 The allowable grant funding for travel expenses is limited to the authorized amounts established in Section 112.061, Florida Statutes, and the Department of Financial Services Guidelines for State Expenditures. Allowable costs for daily per diem shall not exceed \$186.00.

7.0 Approval and Award

- 7.1 The E911 Board will review each application for compliance with the requirements of terms and conditions.
- 7.2 Grant awards will be withheld for any county that has a grant with a past-due quarterly report or past-due final documentation and closeout, of previous E911 Board grant awards.
- 7.3 Applications will be awarded based upon the priorities set by the E911 Board as listed in Addendum I - Funding Priorities for the E911 State Grant Program.
- 7.4 The E911 Board will adjust the amount awarded to a county based upon the availability of funds, eligibility of requested items, published quotes, increased effectiveness of grant funds, minimum system requirements for performing the needed E911 function as specified in the State E911 Plan, or documented factors provided in the grant application submission. NG-911 network systems should include a comparative presentation of network alternatives, including applicable LEC, CLEC, County and State alternatives. All stepped pricing should be thoroughly explained including the corresponding benefits for the County and the E911 Board.
- 7.5 Any conditional hold, for documentation submittal referenced in 7.2, is limited to the last regularly scheduled E911 Board meeting application vote established in the grant program calendar.

8.0 Financial and Administrative Requirements

- 8.1 Grant funds shall be provided on a cost reimbursement basis. All funds shall be deposited in an interest bearing account maintained by the grantee, and each grant shall be tracked using a unique accounting code designator for deposits, disbursements and expenditures assigned by the county. All grant funds in the account maintained by the grantee shall be accounted for separately from all other funds. Any interest generated shall be returned to the E911 Board.
- 8.2 Each grantee may submit reimbursement claims to the E911 Board as needed; however claims are limited to one request per month. Receipt of reimbursement funds from the E911 Board is contingent on the timely and accurate submittal of funding requests. Requests for reimbursement of expenditures must be submitted on the approved Appendix IV Financial Reimbursement of Expenditures Reporting Form. Incomplete claims forms or claims not submitted on the correct form cannot be processed and will be returned for corrections. Submit only for the amounts in each budget categories in which you have incurred expenditures.
- 8.4 Upon written request and accompanying documentation justifying the need, a county may receive ~~an early~~ payment of funding with a completed Expenditures Reporting Form, with the vendor invoice, and county certification that the specific grant items including all tasks and deliverables included in the funding request are complete. Within 45 days of receipt of funding, the grantee shall submit verification of vendor payment.

8.5 Reimbursement claims shall include only expenditures claimed against the specific grant number awarded and include copies of purchase orders and paid vouchers, invoices, copies of check processing, journal transfers. To assure prompt processing, complete reimbursement claims should be e-mailed to:

E911Board-ElectronicGrantReports@dms.myflorida.com

8.6 Grant funds, can only be used between the beginning and ending dates of the grant term, unless the E911 Board authorizes an extension. The right to incur costs under this grant expires two years from receipt of award and funds. The grantee may not incur costs and request **early** payment or final reimbursement of funding past the expiration date.

8.7 Responsibility for grant funding and any failure to perform the minimum level of service required by the grant application and the application scope of work cannot be transferred under any circumstances from the County. Failure to perform the scope of work or expenditure of funds for other than allowable 911 costs as stated in the grant application shall require the county to return the awarded funds to the E911 Board.

8.8 Responsibility for property and equipment obtained under a grant cannot be transferred under any circumstances. If a sale or transfer of such property or equipment occurs within five years after a grant ends, funds must be returned to the E911 Board on a pro rata basis.

8.9 The grantee agrees that any improvement, expansion or other effect brought about in whole or part by grant funds will be maintained for a minimum of five years or thereafter until the effective replacement date of the system.

8.10 If a grantee materially fails to comply with any term of an award, the Board shall take one or more of the following actions, as appropriate in the circumstances:

Temporarily withhold grant payments pending grantee correction of the deficiency,
Disapprove all or part of the cost of the activity or action not in compliance,
Suspend or terminate the current award for the grantee's project,
Suspend or deny future grant awards.

The Board will provide the grantee an opportunity for a hearing, appeal, or other administrative proceeding to which the grantee is entitled under Florida Statute or regulation applicable to the action involved.

8.11 Grant awards may be terminated in whole or in part by the Board, with the consent of the grantee, in which case the two parties shall agree upon the termination conditions, including the effective date and in the case of partial termination, the portion to be terminated. Grant awards may be terminated by the grantee upon written notification to the Board, detailing the reasons for such termination, the effective date, and return of all funding.

- 8.12 Grant funds provided in excess of the amount to which the actual cost incurred to meet the terms and conditions of the grant agreement must be refunded to the E911 Board and sent to the Florida E911 Board's Post Office Box address:

Florida E911 Board
Post Office Box 7117
Tallahassee, Florida 32314

The refund shall include transmittal information detailing the amount of returned funds that are excess grant funding and/or returned interest and shall include the number of the associated grant.

9.0 Grant Reporting Procedures

- 9.1 Grantees will be required to submit quarterly reports summarizing cumulative expenditures and status of the grant project. Quarterly reports shall include both an updated Application Form item #12 Budget/Expenditure Report and a completed Appendix III Quarterly Report Form.

9.1.1 Reporting will begin at the conclusion of the first full quarter after the award. The report periods will end on March 31, June 30, September 30, and December 31 of each year. Reports are due within 30 days of the ending report period.

9.1.2 Earned interest shall be reported cumulatively and included with each quarterly report.

9.1.3 Updated reports and associated information should be e-mailed to E911Board-ElectronicGrantReports@dms.myflorida.com.

- 9.2 At project completion, a final report shall be submitted based on the same reporting requirements described in grant reporting item 9.1. The county shall determine the final completion date based on the final payment date, or the initiation date of the warranty period. Final documentation including copies of all expenditures and corresponding invoices shall be submitted within 90 days of the final report.

- 9.3 Change requests shall be submitted prior to deviation from any awarded grant applications. No changes or departures from the original request are authorized unless approved in writing by the E911 Board. Such requests shall be submitted using the form attached in Appendix II, Request for Change Form. Any unauthorized change shall require the return of grant funds, plus any interest accrued.

9.3.1 Time extension requests will not be granted unless the county has executed a contract for the grant equipment and/or services, or demonstrates good cause for failure to execute a contract within twelve months of award. Good cause documentation shall include a new project timeline schedule.

9.3.2 Time extensions shall be limited to a maximum of one additional year when approved by the E911 Board.

9.3.3 Request for Change forms and associated information should be e-mailed to E911Board-ElectronicGrantReports@dms.myflorida.com.

- |
- 9.4 The Appendix III Quarterly Report Form shall inform the E911 Board of significant impacts to grant supported activities. Significant impacts include project status developments affecting time schedules and objectives, anticipated lower costs or producing beneficial results in addition to those originally planned. Additionally, problems, delays, or adverse conditions which will materially impair the ability to meet the timely completion of the award must be reported. The disclosure must include a statement of the action taken, or contemplated, and any assistance needed to resolve the situation.
 - 9.5 The county's Board of County Commission chairperson shall be notified when overdue quarterly reports or final reports are not received before the next E911 Board meeting following the month after the end of the quarter in which they are due.
 - 9.6 Funding continuance will be based on timely submission of quarterly reports.
 - 9.7 Final document submission and close-out of a grant does not affect the E911 Board's right to disallow costs and recover funds on the basis of an audit or financial review. The county shall remain obligated to return any funds expended that do not comply with the terms and conditions of the grant award.

DRAFT

County _____

STATE OF FLORIDA E911 BOARD
E911 STATE GRANT PROGRAM APPLICATION FORM

Total Amount Requested: _____

Project Title: _____

1. **Board of County Commissioners Chair:** _____

Mailing Address: _____

City: _____

State: _____ Zip: _____ - _____

Phone: () _____ Fax: _____

Email Address: _____

2. **County 911 Coordinator:** _____

Mailing Address: _____

City: _____

State: _____ Zip: _____ - _____

Phone: () _____ Fax: _____

Email Address: _____

3. **Federal Tax ID Number:** _____

County _____

COUNTY INFORMATION
USE 12 POINT FONT OR LEGIBLE HAND PRINTING

4. County Fact Information

- A. County _____
- B. Population _____
- C. Total Number of Incoming Nonwireless Trunks _____
- D. Total Number of Incoming Wireless Trunks _____
- E. Number of PSAP's _____
- F. Number of Call- taking Positions per PSAP _____
- G. Total Volume of 911 Calls _____
- H. What equipment is needed to provision the Enhanced 911 system?

- I. What equipment is requested in this grant application?

- J. Financial Information:
 - 1.) What are the current annual costs for your E911 system (circuits, customer records hardware and software, etc.) not including maintenance?

 - 2.) What are the current annual costs for maintenance of items included in 1.)?

 - 3.) Total amount of E911 fee revenue received in the preceding year?

 - 4.) Total amount of county carry forward funding retained in the preceding year?

 - 5.) Current total amount of county carry forward funding?

 - 6.) Two year maximum calculated amount for Applied Carry Forward Funding Calculation (multiply amount in J.3.) by 30% and then multiply by 2)

 - 7.) Minimum calculated amount for Applied Carry Forward Funding Calculation (amount in J.5.) subtracted by amount in J.6.))
Insert in Item 12. Budget Expenditure Report _____

- |
5. **Describe your county's existing E911 system. Include specific information on existing system equipment upgrades and when the installation of this equipment was completed.**

 6. **Describe the scope of work for the proposed project including any goal(s) and objectives. Include the tasks to be performed as part of the project. Provide scope of work in quantifiable units of deliverables that shall be received and accepted. For each deliverable specify the required minimum level of service to be performed and the criteria for evaluating the successful completion of each deliverable.**

 7. **Justification of the need for the proposed project. Provide detailed information on the existing system's condition including a detailed justification for any system with an expected remaining life of less than 1 year.**

 8. **Describe why your county will not be able to complete this project without this grant funding.**

 9. **Briefly describe how this grant project would be in concurrence with the State E911 Plan.**

DRAFT

County _____

13. Assurances

ACCEPTANCE OF TERMS AND CONDITIONS: The grantee accepts all grant terms and conditions. Grantee understands that grants are contingent upon the availability of funds.

DISCLAIMER: The grantee certifies that the facts and information contained in this application and any attached documents are true and correct. A violation of this requirement may result in revocation of the grant and return of all grant funds and interest accrued (if any), pursuant to the E911 Board authority and any other remedy provided by law.

NOTIFICATION OF AWARDS: The grantee understands and accepts that the notice of award will be advertised on the Florida E911 website.

MAINTENANCE OF IMPROVEMENT AND EXPANSION: The grantee agrees that any improvement, expansion or other effect brought about in whole or part by grant funds, will be maintained. No substantial changes or departures from the original proposal shall be permitted unless the E911 Board gives prior written authorization. Any unauthorized change will necessitate the return of grant funds, and accrued interest (if any) to the E911 Board.

Failure to utilize grant funds as represented may jeopardize eligibility to be considered for future funding.

14. Authority

I hereby affirm my authority and responsibility for the use of funds requested.

SIGNATURE – CHAIR, BOARD OF COUNTY COMMISSIONERS

DATE

Printed Name

WITNESS

DATE

Appendix I

NO requests for funding will be acknowledged for any items not specified in Section 365.172, Florida Statutes, Emergency communication number “E911”; paragraph (10) (shown below).

Section 365.172 (10), Florida Statutes

AUTHORIZED EXPENDITURES OF E911 FEE.—

(a) For purposes of this section, E911 service includes the functions of database management, call taking, location verification, and call transfer. Department of Health certification and recertification and training costs for 911 public safety telecommunications, including dispatching, are functions of 911 services.

(b) All costs directly attributable to the establishment or provision of E911 service and contracting for E911 services are eligible for expenditure of moneys derived from imposition of the fee authorized by subsections (8) and (9). These costs include the acquisition, implementation, and maintenance of Public Safety Answering Point (PSAP) equipment and E911 service features, as defined in the providers' published schedules or the acquisition, installation, and maintenance of other E911 equipment, including circuits; call answering equipment; call transfer equipment; ANI or ALI controllers; ANI or ALI displays; station instruments; E911 telecommunications systems; visual call information and storage devices; recording equipment; telephone devices and other equipment for the hearing impaired used in the E911 system; PSAP backup power systems; consoles; automatic call distributors, and interfaces, including hardware and software, for computer-aided dispatch (CAD) systems; integrated CAD systems for that portion of the systems used for E911 call taking; GIS system and software equipment and information displays; network clocks; salary and associated expenses for E911 call takers for that portion of their time spent taking and transferring E911 calls, salary, and associated expenses for a county to employ a full-time equivalent E911 coordinator position and a full-time equivalent mapping or geographical data position, and technical system maintenance, database, and administration personnel for the portion of their time spent administrating the E911 system; emergency medical, fire, and law enforcement prearrival instruction software; charts and training costs; training costs for PSAP call takers, supervisors, and managers in the proper methods and techniques used in taking and transferring E911 calls, costs to train and educate PSAP employees regarding E911 service or E911 equipment, including fees collected by the Department of Health for the certification and recertification of 911 public safety telecommunicators as required under s. [401.465](#); and expenses required to develop and maintain all information, including ALI and ANI databases and other information source repositories, necessary to properly inform call takers as to location address, type of emergency, and other information directly relevant to the E911 call-taking and transferring function. Moneys derived from the fee may also be used for next-generation E911 network services, next-generation E911 database services, next-generation E911 equipment, and wireless E911 routing systems.

(c) The moneys may not be used to pay for any item not listed in this subsection, including, but not limited to, any capital or operational costs for emergency responses which occur after the call transfer to the responding public safety entity and the costs for constructing, leasing, maintaining, or renovating buildings, except for those building modifications necessary to maintain the security and environmental integrity of the PSAP and E911 equipment rooms.

Appendix II

Request for Change

Name of County: _____

BUDGET LINE ITEM	CHANGE FROM	CHANGE TO
TOTAL	\$	\$

Justification For Change:

DRAFT

Signature of Authorized Official

Date

For E911 Board use only.

Approved: Yes No

E911 Board's Authorized Representative

Date

Appendix III

Quarterly Report

County: _____

Grant Number: _____

Report Date: _____

Project Status Update:

Problems/Delays:

DRAFT

Signature of Authorized Official

Date

Appendix IV Financial Reimbursement of Expenditures Reporting Form

Prepare an itemized request for reimbursement expenditures in each budget categories for each deliverable. Attach copies of purchase orders and paid vouchers, invoices, copies of checks, journal transfers, required for expenditure justifications. If there is insufficient space, please include details in an attachment.

County:		Grant Number:		Request Number:		Request Date:	
----------------	--	----------------------	--	------------------------	--	----------------------	--

Budget Categories				Previous Request Amount (\$)	Current Request Amount (\$)
Deliverable Items	Unit Price (\$)	Quantity	Total Amount (\$)		
A. Systems (Hardware, Software, Equipment & Labor)					
B. Services (Training, Maintenance and Warranty Items)					
Grant Request Total					

DRAFT

Request early payment of funding {if applicable} <input type="checkbox"/>
Justification of early payment funding need:

Signature, County 911 Coordinator

Addendum I

Funding Priorities for the E911 State Grant Program

The criteria for determining acceptability for disbursement of funds from the State of Florida E911 State Grant Program will be made on a PRIORITY basis. There will be seven (7) priorities as identified below:

PRIORITY 1: Counties with E911 Phase II Primary and/or Secondary PSAP systems that require immediate system replacement to provision enhanced 911 status or when the expected remaining life of the system is less than 1 year.

PRIORITY 2: Counties with E911 Phase II Primary and/or Secondary PSAP systems that require new or replacement of critical or necessary hardware or software for provisioning E911 Phase II status. This may include the following, listed in order of funding priority a through h:

- a: Hardware and software for Customer Premise Equipment
- b: Lightning Protection Equipment
- c: Uninterruptible Power Supply Equipment
- d: E911 Voice Recording Equipment
- e: County E911 Standalone ALI Database Equipment
- f: E911 Map Display Equipment
- g: New additional 911 Call Taker Position Equipment
- h: Net clock

PRIORITY 3: Counties with E911 Phase II Systems requesting consolidation of E911 PSAPs, which decreases the number of Primary or Secondary PSAPs in the county by a minimum of one. This may include regional consolidated backup systems for counties consolidating backup systems for two or more counties.

PRIORITY 4: Counties with E911 Phase II Systems that require mapping services necessary for provisioning E911 Phase II Geographic Information Systems (GIS). This may include the following, listed in order of funding priority a through b:

- a: E911 Map System Equipment - E911 map generation hardware and software licensing is limited to components for two stations
- b: GIS Centerline, point generation and map accuracy systems

PRIORITY 5: Counties with E911 Phase II Systems requesting new NG-911 network funding for county or regional NG-911 IP transport equipment and services.

PRIORITY 6: Counties with E911 Phase II Systems requesting new management information call monitoring system funding.

PRIORITY 7: Counties with E911 Phase II Systems that require allowable E911 capital expense items that are not defined in Priorities 1, 2, 3, 4, 5 & 6 to provision a complete E911 system. This may include E911 backup system equipment (pertaining exclusively to items listed in Priorities 2a-h only) in compliance with General Conditions item 6.3.2.

Regional E911 system project requests related to systems and equipment will be considered the highest priority within each priority category.

Grants awards will be funded in order of priority assigned. As provided in Section 365.172(6)(a)3.b., Florida Statutes, “The counties must use the funds only for capital expenditures or remotely provided hosted 911 answering point call-taking equipment and network services directly attributable to establishing and provisioning E911 services, which may include next-generation deployment.” Total funding for any priority may be adjusted based on the remaining funds available, the number of applications and the anticipated requests in the next funding cycle. The acceptability for disbursement of funds from the State of Florida E911 State Grant Program for any E911 expense items not expressly provided for in Priorities above shall be determined at the discretion of the E911 Board pursuant to its authority under Sections 365.172 and 365.173, Florida Statutes.

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APPLICATION FOR

*THE E911 EMERGENCY GRANT
PROGRAM*

W Form 5A, incorporated by reference in Fla. Admin. Code R.
60FF - 5.005 E911 Emergency Grant Program, E911 Emergency
Grant Program Application, effective ~~7~~1/~~2010~~2015

1.0 Purpose

The E911 Emergency Grant Program is to assist counties with the emergency restoration of Enhanced 911 throughout the State of Florida resulting from natural and man-made disasters or events. This grant program is not designed and shall not be used to provide payment for items that are covered by insurance or other assistance programs including FEMA eligible funding. Funding provided for emergency restoration covered by other programs shall be considered a no interest loan to enable emergency restoration until the funding can be obtained from these programs and all grant funding shall be returned to the E911 Board and the E911 Trust Fund. Counties shall comply with all requirements of the insurance or other assistance programs to assure that all available funding is provided.

2.0 Eligibility

The Board of County Commissioners in any county in the State of Florida is eligible to apply for this grant program.

3.0 Definitions

As used herein, the term “Board” shall mean the State of Florida E911 Board.

4.0 E911 Emergency Grant Program Schedule

Following the natural and man-made disasters or events and submission of the grant application, the E911 Board will hold an emergency meeting in accordance with Florida Administrative Code Rule 28-102.003 be called into emergency for the purpose of acting upon emergency matters affecting the public health, safety or welfare.

	Schedule
Counties submit Application	Event
Board Members evaluate applications	Within 5 days
Board votes on applications to fund at regularly scheduled meeting	Within 5 days
Board sends notification of funding and issues check to counties approved for funding	Within 10 days
Implementation period	One year from receipt of award and funds.
Expiration of the right to incur costs	Two years from receipt of award and funds.

5.0 General Conditions

5.1 Applications must be delivered to the following address:

State of Florida E911 Board
ATTN: E911 Board Administrative Staff
4030 Esplanade Way, Suite ~~160135~~
Tallahassee, Florida 32399-0950

E911 ~~State County~~ Emergency Grant Application, effective ~~81/1/2015~~2014

Page 2

W Form 3A, incorporated by reference in Fla. Admin. Code R. 60FF1-5.003 E911 EmergencyState Grants

- 5.2 The applicant must provide one original of the pages for Application Form items 1 through 9 14 and the associated quotes for the grant application.
- 5.3 ~~The grant funds must only be used for capital expenditures or remotely provided hosted 911 answering point call-taking equipment and network services directly attributable to establishing and provisioning E911 or NG-911 services. Costs shall be calculated to account for only the first year warranty and maintenance costs and shall not include upfront maintenance costs to reduce the yearly service amount. The E911 Board will not consider leasing of equipment unless the applicant can show that leasing rather than purchase will reduce total costs. Leasing costs should be calculated to account for only the first year warranty and maintenance costs and should not include upfront maintenance costs to reduce the lease amount.~~
- 5.4 ~~All grant applications shall be accompanied by at least one complete quote for equipment or services. Grant applications totaling \$35,000.00 or more must be accompanied by at least three written substantiated competitive complete quotes from different vendors. Complete quote submittals shall include a detailed scope of work, all pages included in the vendor proposal, breakdown of all costs including equipment, service tasks and deliverables. The E911 Board will compare the three quotes to any existing state contract in order to determine appropriate funding. Any county that has made a good faith effort to obtain at least three competitive quotes and has not been able to obtain the quotes can request E911 Board review based on substantiated proof of request for quotes or posting of the request with documentation of the limited responses. Grant applications totaling \$25,000.00 or more must be accompanied by at least three written substantiated competitive quotes from different vendors. The E911 Board will compare the three quotes to any existing state contract in order to determine appropriate funding. Any county that has made a good faith effort to obtain three competitive quotes and has not been able to obtain the quotes can request E911 Board review based on substantiated proof of request for quotes or posting of the request with documentation of the limited responses.~~
- 5.5 ~~If the grant application does not exceed the threshold amount of \$195,000, the county can initiate a request for approval for sole source funding. These will be considered on a case-by-case basis. Justification for sole source funding shall be provided with the application. Sole source will be approved if provided in accordance with Chapter 287, Florida Statutes, or with provision of a letter from the county's purchasing department that the project is a sole source procurement based on the county's purchasing requirements, which shall be provided with this grant application. Sole source funding will be considered on a case by case basis. Justification for sole source funding shall be provided with the application. Sole source will be approved if provided in accordance with Florida Statute 287 or with provision of a letter from the county's purchasing department that the project is a sole source procurement based on the county's purchasing requirements and it should be provided with this application.~~
- 5.6 All grant applications shall be accompanied by at least one quote for equipment or services.

- 5.7 Applicants requesting items from different funding priorities should complete a separate application for each priority. (See Addendum I - Funding Priorities for the E911 Emergency Grant Program for a listing of funding priorities). Items from the same funding priorities should be combined in the same application and shall comply with General Conditions items 5.4 and 5.5.
- 5.8 Equipment procurement shall be based on the county's purchasing requirements and the applicable State purchasing requirements including Florida Statute 112.061.
- 5.9 Funding application requests must include a scope of work that clearly establishes the tasks to be performed. The applications shall include all tasks that are required for successful completion of the project. The project shall be divided into quantifiable units of deliverables that shall be received and accepted in writing by the county before payment. Each deliverable must be directly related to the scope of work and must specify the required minimum level of service to be performed and the criteria for evaluating the successful completion of each deliverable.
- 5.10 Funding requests must include all necessary costs required for full implementation of the proposed solution including that of any third party. Should the county grant application request or grant award be less than the projected cost of the equipment or service, the county should provide verification of the ability to fund the difference. Pricing submitted cannot be contingent upon "yet to be" determined fees for products and services by the proposer or any other third party required for implementation.
- 5.11 The county shall provide information on the county's preceding year E911 fee revenue amount, the preceding year carry forward funding amount and the total carry forward balance amount in the county E911 fund. The amount of grant funding award is limited based on the total amount of carry forward funding in the county E911 fund in excess of an amount calculated based on the allowable 30% carry forward amount for a two year basis. The county shall include the amount of their county carry forward funding being utilized for this grant in the Applied County Carry Forward or other Funding (if applicable) line in the Application Form item #12. Budget/Expenditure Report.

6.0 Limitation on Use of Funds

- 6.1 Only eligible expenses for E911 service listed in ~~Florida Statute § subsection~~ 365.172(910), Florida Statute (Appendix I) that are not specifically excluded in this application will be funded.
- 6.2 Specifically excluded E911 expenses:
- 6.2.1 Salaries and associated expenses for 911 coordinators and call takers or other 911 personnel will not be funded.
- 6.2.2 Wireline database costs from the local exchange carrier, vehicle expenses, consoles, workstation furniture and aerial photography expenses will not be funded.

E911 ~~State County~~ Emergency Grant Application, effective ~~81/1/2015~~2014

Page 4

Interconnecting hardware and network equipment for NG-911 PSAPs is fundable; however, outside plant copper or fiber cabling systems and building entrance build out costs are not fundable. ~~Wireline database costs from the Local Exchange Carrier, vehicle expenses, outside plant fiber or copper cabling systems and aerial photography expenses will not be funded.~~

6.3 Funding limitations are specified on the following items:

6.3.1 Equipment maintenance and warranty costs will not be funded on more than an annual basis.

6.3.2 Grant funding shall be limited to eligible expenditures for a primary or a secondary PSAP per county.

6.3.3 Selective router equipment costs are limited to the primary PSAP system and are limited to one per county.

6.3.4 Training cost funding is limited to new system & equipment training ~~or Statewide e-training costs.~~

7.0 Approval and Award

7.1 The Board will review each application for compliance with the requirements of terms and conditions.

7.2 Grant awards will be withheld for any county that has a grant with a past-due quarterly report or past-due final documentation and closeout, of previous E911 Board grant awards.

7.3 Applications will be awarded based upon the priorities set by the Board as listed in Addendum I - Funding Priorities for the E911 Emergency Grant Program.

7.4 The E911 Board will adjust the amount awarded to a county based upon the availability of funds, eligibility of requested items, published quotes, increased effectiveness of grant funds, minimum system requirements for performing the needed E911 function as specified in the State E911 plan, or documented factors provided in the grant application submission.

8.0 Financial and Administrative Requirements

8.1 Grant funds shall be provided on a cost reimbursement basis. All funds shall be deposited in an interest bearing account maintained by the grantee, and each grant shall be tracked using a unique accounting code designator for deposits, disbursements and expenditures assigned by the county. All grant funds in the account maintained by the grantee shall be accounted for separately from all other funds. Any interest generated shall be returned to the E911 Board.

8.2 Each grantee may submit reimbursement claims to the E911 Board as needed; however claims are limited to one request per month. Receipt of reimbursement funds from the E911 Board is
E911 State County Emergency Grant Application, effective 81/1/20152014

contingent on the timely and accurate submittal of funding requests. Requests for reimbursement of expenditures must be submitted on the approved Appendix IV Financial Reimbursement of Expenditures Reporting Form. Incomplete claims forms or claims not submitted on the correct form cannot be processed and will be returned for corrections. Submit only for the amounts in each budget categories in which you have incurred expenditures.

8.3 Upon written request and accompanying documentation justifying the need, a county may receive a payment of funding with a completed Expenditures Reporting Form, with the vendor invoice, and county certification that the specific grant items including all tasks and deliverables included in the funding request are complete. Within 45 days of receipt of funding, the grantee shall submit verification of vendor payment.

8.4 Reimbursement claims shall include only expenditures claimed against the specific grant number awarded and include copies of purchase orders and paid vouchers, invoices, copies of check processing, journal transfers. To assure prompt processing, complete reimbursement claims should be e-mailed to:

E911Board-ElectronicGrantReports@dms.myflorida.com

8.5 Grant funds, can only be used between the beginning and ending dates of the grant term, unless the E911 Board authorizes an extension. The right to incur costs under this grant expires two years from receipt of award and funds. The grantee may not incur costs and request payment or final reimbursement of funding past the expiration date.

8.6 Responsibility for grant funding and any failure to perform the minimum level of service required by the grant application and the application scope of work cannot be transferred under any circumstances from the County. Failure to perform the scope of work or expenditure of funds for other than allowable 911 costs as stated in the grant application shall require the county to return the awarded funds to the E911 Board.

8.7 Responsibility for property and equipment obtained under a grant cannot be transferred under any circumstances. If a sale or transfer of such property or equipment occurs within five years after a grant ends, funds must be returned to the E911 Board on a pro rata basis.

8.8 The grantee agrees that any improvement, expansion or other effect brought about in whole or part by grant funds will be maintained for a minimum of five years or thereafter until the effective replacement date of the system.

8.9 If a grantee materially fails to comply with any term of an award, the Board shall take one or more of the following actions, as appropriate in the circumstances:

Temporarily withhold grant payments pending grantee correction of the deficiency,
Disapprove all or part of the cost of the activity or action not in compliance,
Suspend or terminate the current award for the grantee's project,
Suspend or deny future grant awards.

The Board will provide the grantee an opportunity for a hearing, appeal, or other administrative proceeding to which the grantee is entitled under Florida Statute or regulation applicable to the action involved.

8.10 Grant awards may be terminated in whole or in part by the Board, with the consent of the grantee, in which case the two parties shall agree upon the termination conditions, including the effective date and in the case of partial termination, the portion to be terminated. Grant awards may be terminated by the grantee upon written notification to the Board, detailing the reasons for such termination, the effective date, and return of all funding.

8.11 Grant funds provided in excess of the amount to which the actual cost incurred to meet the terms and conditions of the grant agreement must be refunded to the E911 Board and sent to the Florida E911 Board's Post Office Box address:

Florida E911 Board
Post Office Box 7117
Tallahassee, Florida 32314

The refund shall include transmittal information detailing the amount of returned funds that are excess grant funding and/or returned interest and shall include the number of the associated grant.

~~Grant funds shall be deposited in an account maintained by the grantee, and each grant shall be tracked using a unique accounting code designator for deposits, disbursements and expenditures assigned by the county. All grant funds in the account maintained by the grantee shall be accounted for separately from all other funds.~~

~~8.2 Grant funds, including accrued interest, can only be used between the beginning and ending dates of the grant term, unless the Board authorizes an extension.~~

~~8.3 The right to incur costs under this grant expires two years from receipt of award and funds. The grantee may not incur costs for payment with grant funds past the expiration date.~~

~~8.4 Grant funds must be deposited in an interest bearing account. Utilization of the earned interest funds shall be authorized through an approved Request for Change Form and expenditure documentation shall be included in the final report.~~

~~8.5 Responsibility for property and equipment obtained under a grant cannot be transferred under any circumstances. If a sale or transfer of such property or equipment occurs within five years after a grant ends, funds must be returned on a pro rata basis.~~

~~8.6 The grantee agrees that any improvement, expansion or other effect brought about in whole or part by grant funds will be maintained for a minimum of five years or thereafter until the effective replacement date of the system.~~

9.0 Grant Reporting Procedures

- 9.1 Grantees will be required to submit quarterly reports summarizing all expenditures and status of the grant project. Quarterly reports shall include an updated Application Form item #7-12 Budget/Expenditure Report and a completed Appendix III Quarterly Report Form.
- 9.1.1 Reporting will begin at the conclusion of the first full quarter after the award. The report periods will end on March 31, June 30, September 30, and December 31 of each year. Reports are due within 30 days of the ending report period.
- 9.1.2 Earned interest shall be reported cumulatively.
- 9.1.3 Quarterly reports may be faxed, emailed, mailed or delivered to the E911 Board administrative or technical staff. In lieu of submitting a signed paper copy, the updated forms can be e-mailed to the Board's administrative or technical staff.
- 9.2 At project completion, a final report shall be submitted based on the same reporting requirements described in grant reporting item 9.1. The county shall determine the final completion date based on the final payment date, or the initiation date of the warranty period. Final documentation including copies of all expenditures and corresponding invoices shall be submitted within 90 days of the final report.
- 9.3 Change requests shall be submitted prior to deviation from any awarded grant applications. No changes or departures from the original request are authorized unless approved in writing by the Board. Such requests shall be submitted using the form attached in Appendix II, Request for Change Form. Any unauthorized change shall require the return of grant funds, plus any interest accrued.
- 9.3.1 Time extension requests will not be granted unless the county has executed a contract for the grant equipment and/or services, or demonstrates good cause for failure to execute a contract within twelve months of award. Good cause documentation shall include a new project timeline schedule.
- 9.3.2 Time extensions shall be limited to a maximum of one additional year when approved by the Board.
- 9.3.3 Request for Change forms and associated information should be e-mailed to E911Board-ElectronicGrantReports@dms.myflorida.com.
~~Request for Change forms may be faxed, emailed, mailed or delivered to the E911 Board administrative or technical staff. In lieu of submitting a signed paper copy, the updated form can be e-mailed to the Board's administrative or technical staff.~~
- 9.4 The Appendix III Quarterly Report Form shall inform the E911 Board of significant impacts to grant supported activities. Significant impacts include project status developments affecting time schedules and objectives, anticipated lower costs or producing beneficial results in addition to those originally planned. Additionally, problems, delays, or adverse conditions which will materially impair the ability to meet the timely completion of the

award must be reported. The disclosure must include a statement of the action taken, or contemplated, and any assistance needed to resolve the situation.

- 9.4 The County's Board of County Commission chairperson shall be notified when overdue quarterly reports, final reports and final documentation are not received before the next E911 Board meeting following the month after the end of the quarter in which they are due.
- 9.5 Funding continuance will be based on timely submission of quarterly reports.
- 9.6 Final document submission and close-out of a grant does not affect the Board's right to disallow costs and recover funds on the basis of an audit or financial review. The county shall remain obligated to return any funds expended that do not comply with the terms and conditions of the grant award.

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County _____

STATE OF FLORIDA E911 BOARD
E911 EMERGENCY PROGRAM APPLICATION FORM

Total Amount Requested: _____

Project Title: _____

1. Board of County Commissioners Chair: _____

Mailing Address: _____

City: _____

State: _____ **Zip:** _____ **:** _____

Phone: (_____) _____ **Fax:** _____

Email Address: _____

2. County 911 Coordinator: _____

Mailing Address: _____

City: _____

State: _____ **Zip:** _____ **:** _____

Phone: (_____) _____ **Fax:** _____

Email Address: _____

3. Federal Tax ID Number: _____

County _____

COUNTY INFORMATION
USE 12 POINT FONT OR LEGIBLE HAND PRINTING

4. County Fact Information

A. County _____

B. Population _____

C. Total Number of Incoming Nonwireless Trunks _____

D. Total Number of Incoming Wireless Trunks _____

E. Number of PSAP's _____

F. Number of Call-taking Positions per PSAP _____

G. Total Volume of 911 Calls _____

H. What equipment is needed to provision the Enhanced 911 system?

I. What equipment is requested in this grant application?

J. Financial Information:

1.) What are the current annual costs for your E911 system (circuits, customer records hardware and software, etc.) not including maintenance?

2.) What are the current annual costs for maintenance of items included in 1.)?

3.) Total amount of E911 fee revenue received in the preceding year?

4.) Total amount of county carry forward funding retained in the preceding year?

5.) Current total amount of county carry forward funding?

6.) Two year maximum calculated amount for Applied Carry Forward Funding Calculation (multiply amount in J.3.) by 30% and then multiply by 2)

7.) Minimum calculated amount for Applied Carry Forward Funding Calculation (amount in J.5.) subtracted by amount in J.6.)

Insert in Item 12. Budget Expenditure Report _____

5. Describe your county's existing E911 system. Include specific information on existing system equipment upgrades and when the installation of this equipment was completed.
6. Describe the scope of work for the proposed project including any goal(s) and objectives. Include the tasks to be performed as part of the project. Provide scope of work in quantifiable units of deliverables that shall be received and accepted. For each deliverable specify the required minimum level of service to be performed and the criteria for evaluating the successful completion of each deliverable.
7. Justification of the need for the proposed project. Provide detailed information on the existing system's condition including a detailed justification for any system with an expected remaining life of less than 1 year.
8. Describe why your county will not be able to complete this project without this grant funding.
9. Briefly describe how this grant project would be in concurrence with the State E911 Plan.

10. Describe the required steps with an anticipated time schedule with procurement and payment milestones and a total project completion date.

11. Sole source justification (if applicable).

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13. Assurances

ACCEPTANCE OF TERMS AND CONDITIONS: The grantee accepts all grant terms and conditions. Grantee understands that grants are contingent upon the availability of funds.

DISCLAIMER: The grantee certifies that the facts and information contained in this application and any attached documents are true and correct. A violation of this requirement may result in revocation of the grant and return of all grant funds and interest accrued (if any), pursuant to the E911 Board authority and any other remedy provided by law.

NOTIFICATION OF AWARDS: The grantee understands and accepts that the notice of award will be advertised on the Florida E911 website.

MAINTENANCE OF IMPROVEMENT AND EXPANSION: The grantee agrees that any improvement, expansion or other effect brought about in whole or part by grant funds, will be maintained. No substantial changes or departures from the original proposal shall be permitted unless the E911 Board gives prior written authorization. Any unauthorized change will necessitate the return of grant funds, and accrued interest (if any) to the E911 Board.

Failure to utilize grant funds as represented may jeopardize eligibility to be considered for future funding.

14. Authority

I hereby affirm my authority and responsibility for the use of funds requested.

SIGNATURE – CHAIR, BOARD OF COUNTY COMMISSIONERS DATE

Printed Name

WITNESS DATE

Appendix I

NO requests for funding will be acknowledged for any items not specified in Section 365.172, Florida Statutes, Emergency communication number “E911”; paragraph (10) (shown below).

Section 365.172 (10), Florida Statutes

AUTHORIZED EXPENDITURES OF E911 FEE.—

(a) For purposes of this section, E911 service includes the functions of database management, call taking, location verification, and call transfer. Department of Health certification and recertification and training costs for 911 public safety telecommunications, including dispatching, are functions of 911 services.

(b) All costs directly attributable to the establishment or provision of E911 service and contracting for E911 services are eligible for expenditure of moneys derived from imposition of the fee authorized by subsections (8) and (9). These costs include the acquisition, implementation, and maintenance of Public Safety Answering Point (PSAP) equipment and E911 service features, as defined in the providers' published schedules or the acquisition, installation, and maintenance of other E911 equipment, including circuits; call answering equipment; call transfer equipment; ANI or ALI controllers; ANI or ALI displays; station instruments; E911 telecommunications systems; visual call information and storage devices; recording equipment; telephone devices and other equipment for the hearing impaired used in the E911 system; PSAP backup power systems; consoles; automatic call distributors, and interfaces, including hardware and software, for computer-aided dispatch (CAD) systems; integrated CAD systems for that portion of the systems used for E911 call taking; GIS system and software equipment and information displays; network clocks; salary and associated expenses for E911 call takers for that portion of their time spent taking and transferring E911 calls, salary, and associated expenses for a county to employ a full-time equivalent E911 coordinator position and a full-time equivalent mapping or geographical data position, and technical system maintenance, database, and administration personnel for the portion of their time spent administrating the E911 system; emergency medical, fire, and law enforcement prearrival instruction software; charts and training costs; training costs for PSAP call takers, supervisors, and managers in the proper methods and techniques used in taking and transferring E911 calls, costs to train and educate PSAP employees regarding E911 service or E911 equipment, including fees collected by the Department of Health for the certification and recertification of 911 public safety telecommunicators as required under s. 401.465; and expenses required to develop and maintain all information, including ALI and ANI databases and other information source repositories, necessary to properly inform call takers as to location address, type of emergency, and other information directly relevant to the E911 call-taking and transferring function. Moneys derived from the fee may also be used for next-generation E911 network services, next-generation E911 database services, next-generation E911 equipment, and wireless E911 routing systems.

(c) The moneys may not be used to pay for any item not listed in this subsection, including, but not limited to, any capital or operational costs for emergency responses which occur after the call transfer to the responding public safety entity and the costs for constructing, leasing, maintaining, or renovating buildings, except for those building modifications necessary to maintain the security and environmental integrity of the PSAP and E911 equipment rooms.

Appendix II

Request for Change

Name of County: _____

<u>BUDGET LINE ITEM</u>	<u>CHANGE FROM</u>	<u>CHANGE TO</u>
<u>TOTAL</u>	\$	\$

Justification For Change:

DRAFT

Signature of Authorized Official Date

For E911 Board use only.

Approved: Yes No

E911 Board's Authorized Representative Date

Appendix III

Quarterly Report

County: _____

Grant Number: _____

Report Date: _____

Project Status Update:

Problems/Delays:

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Signature of Authorized Official **Date**

Appendix IV Financial Reimbursement of Expenditures Reporting Form

Prepare an itemized request for reimbursement expenditures in each budget categories for each deliverable. Attach copies of purchase orders and paid vouchers, invoices, copies of checks, journal transfers, required for expenditure justifications. If there is insufficient space, please include details in an attachment.

<u>County:</u>		<u>Grant Number:</u>		<u>Request Number:</u>		<u>Request Date:</u>	
-----------------------	--	-----------------------------	--	-------------------------------	--	-----------------------------	--

<u>Budget Categories</u>				<u>Previous Request Amount (\$)</u>	<u>Current Request Amount (\$)</u>
<u>Deliverable Items</u>	<u>Unit Price (\$)</u>	<u>Quantity</u>	<u>Total Amount (\$)</u>		
<u>A. Systems (Hardware, Software, Equipment & Labor)</u>					
<u>B. Services (Training, Maintenance and Warranty Items)</u>					
<u>Grant Request Total</u>					

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<u>Request payment of funding {if applicable}</u> <input type="checkbox"/>
<u>Justification of payment funding need:</u>

Signature, County 911 Coordinator

Addendum I

Funding Priorities for the E911 Emergency Grant Program

The criteria for determining acceptability for disbursement of funds from the State of Florida E911 Emergency Grant Program will be made on a PRIORITY basis. There will be two (2) priorities as identified below:

PRIORITY 1: Counties with E911 Phase II systems that require immediate system replacement to maintain enhanced 911 status.

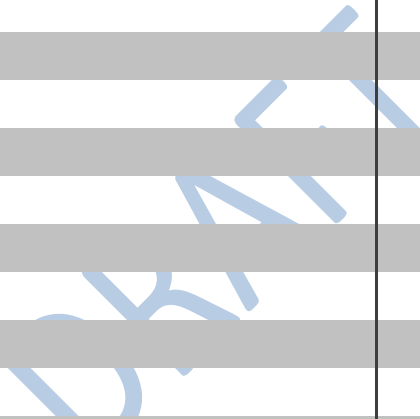
PRIORITY 2: Counties with E911 Phase II systems that require replacement of critical or necessary hardware or software for maintaining Phase II status. This may include hardware, software, database or network.

911 Coordinator's Meeting and Training Special Disbursement Request - Sign-in Form

Attendance at the spring and fall state 911 coordinator's meetings is essential in maintaining and monitoring the integrity of the overall E911 system. Attendance at E911 Board sponsored training held in conjunction with these meetings is recommended and considered essential professional development. The E911 Board has established a special disbursement program to assist with the funding needed and to encourage educational attendance at these opportunities. The special disbursement amount has been set at \$1,000 for the fall 911 coordinator's meeting and training; and \$1,200 for the spring 911 coordinator's meeting, training and Florida APCO/NENA conference. The special disbursement is limited to the County 911 coordinator or their designee (designee contact information to be provided by the county 911 coordinator to the statewide 911 coordinator prior to the meeting and training). Attendance sign-in is required to request and obtain the special disbursement. The sign-in sheet will be available at the training class and at the 911 coordinator's meeting. Based on the county representative sign-in, a disbursement will be processed through the E911 Board for the county attendance.

911 Coordinator's Meeting and Training Sign-in Form		
Meeting and Training:		Location:
County	Attendee's Name	Attendee's Signature
Alachua		
Baker		
Bay		
Bradford		
Brevard		
Broward		
Calhoun		
Charlotte		
Citrus		
Clay		
Collier		
Columbia		
Desoto		
Dixie		
Duval		
Escambia		
Flagler		
Franklin		

Gadsden		
Gilchrist		
Glades		
Gulf		
Hamilton		
Hardee		
Hendry		
Hernando		
Highlands		
Hillsborough		
Holmes		
Indian River		
Jackson		
Jefferson		
Lafayette		
Lake		
Lee		
Leon		
Levy		
Liberty		
Madison		
Manatee		
Marion		
Martin		
Miami-Dade		
Monroe		
Nassau		
Okaloosa		
Okeechobee		
Orange		
Osceola		
Palm Beach		
Pasco		
Pinellas		
Polk		
Putnam		



Santa Rosa		
Sarasota		
Seminole		
St. Johns		
St. Lucie		
Sumter		
Suwannee		
Taylor		
Union		
Volusia		
Wakulla		
Walton		
Washington		

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Appendix II

Request for Change



Name of County: Washington County

BUDGET LINE ITEM	CHANGE FROM	CHANGE TO
Request to purchase	\$240,068.20	\$199,240.62
Cassidian Command Post Vest 4 2 units \$19,712.80 each		\$39,425.64
TOTAL	\$240,068.20	\$238,666.26

Justification For Change:

Washington County has completed the RFP process and has obtained competitive pricing on the E911 system for the E911 Board Rural County Grant Project. There were changes in the costs involving the licensing agreements, which were reduced by utilizing existing licenses. Additional changes involved specific components and the breakdown of the maintenance and training; however these changes did not alter the basic E911 system approved in the grant. A change request approval is requested to accommodate the changes and to reflect the current system with the grant award.

In addition to the system change request, Washington County is requesting a change to include the purchase of two command posts. The RFP reduced the project costs saving over forty thousand dollars, Washington County currently has no back up PSAP and we are requesting to utilize this funding to purchase the two command posts. With the purchase of the command posts we can have the capability to set up our 911 call taking equipment capabilities in a remote location as needed.

 _____ Signature of Authorized Official	 _____ Date
--	--

For E911 Board use only.

Approved: Yes No

12. Budget/Expenditure Report

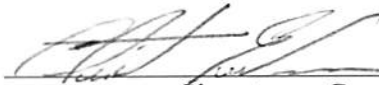
Prepare an itemized Grant Budget ("Line Item" breakdown should include separated systems, i.e.; E911 System, logging recorder, centerline mapping, etc. and services items). The completed form shall be used to complete quarterly report requirements, listing expenditures and revisions {if any} in appropriate columns. If there is insufficient space, please include details in an attachment. **Budget costs should match requested vendor quote.**

County: Washington	Grant Number: 14-4-1	Report Date:
---------------------------	-----------------------------	---------------------

For Grant Period Ending:	<input type="checkbox"/> March 31	<input type="checkbox"/> June 30	<input type="checkbox"/> September 30	<input type="checkbox"/> December 31	Year:	<input type="checkbox"/> FINAL
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Proposed Budget				USE FOR QUARTERLY REPORTS	
Line Item	Unit Price (\$)	Quantity	Total Cost (\$)	Revised Budget	Total Expenditure for Grant Period
A. Systems (Hardware, Software, Equipment & Labor)					
Primary E911 CPE System w/integral mapping		1	\$189,412.20	\$141,071.62	
Total System Items			\$189,412.20	\$141,071.62	
B. Services (Training, Maintenance and Warranty Items)					
Local Support with 24/7 Factory Phone Support, Bug Fix Upgrade 1 st Year Maintenance		1	\$17,500.00	\$37,191.00	
Training			\$33,156.00	\$20,978.00	
Total Service Items					
Applied County Carry Forward or other Funding (if applicable)					
Grant Request Total			\$240,068.20	\$199,240.62	

USE FOR ALL REPORTS	
Total Amount of Grant Awarded	
Total Interest for Grant Period	
Final Completion Date:	


 Signature, County 911 Coordinator

Adjourn

Next Meeting:

**September 17-18, 2014, 9:00 a.m. – until conclusion of
business**

Embassy @ Westshore
Tampa