

FLORIDA

Enhanced 911

911 Coordinators Fall Meeting

The 911 Coordinators 2008 fall meeting was held at Hutchinson Island. It included four training classes sponsored by the Florida E911 Board. These educational classes taught by Florida National Emergency Number Association (NENA) instructors were well attended and included:

- Advanced Disaster Planning for the PSAP
- "In The Trenches" Approach to Public Education
- Advanced 9-1-1 Database
- Course Liability Issues in the 9-1-1 Center.

Again, a lot of the success of the meetings and training was a direct result of the excellent work by Florida NENA hosting the events.

The coordinator meeting included updates on legislative issues, the E911 Board activities, the Rural County and State E911 Grant programs, and the new Emergency Grant program. An update on Call Taker and Dispatcher Certification was provided along with a round table discussion of the new State 911 Plan. There was a lightning protection presentation for Public Safety Answering Point (PSAP) equipment. The E911 Board Report and the lightning protection presentation and some 911 information on T-mobile@home are posted on the Florida E911 Web site under 911 Coordinators Meeting.

Attendance was up from the 2008 spring meeting, with 51 out of 67 counties in attendance. The less than full attendance was apparently due to county travel restrictions. We hope that everyone can make it to the 911 coordinators 2009 spring meeting and 911 Database Group Meetings and Training which are being scheduled for the week of March 30, 2009 at The Plantation, at Crystal River. The State 911 plan recommends that the county 911 coordinator attendance at the meetings is an essential component in maintaining and monitoring the integrity of the overall 911 system. These meetings keep coordinators informed of changes in technology and build better working relationships with neighboring counties, which is extremely important with the wireless and routing issues. Coordinators are also encouraged to take advantage of the professional education sponsored by the Florida E911 Board.



Legislative, National and Regulatory Issue Watch

2009 Florida Legislative Issues - Appropriations

National 9-1-1 Office - Grants

FCC - E9-1-1 Requirements for Internet-based TRS Providers

FCC - Non-Initialized Phones Petition

FCC - E911 Location Accuracy

U.S. Department of Health and Human Services - Plans to Combat Pandemic Influenza

Prepaid – E911 Board Rule



Information on the Department of Health, 911 Emergency Dispatchers Proposed Rule 64J-3 including the Joint Administrative Procedures Committee (JAPC) comments and responses are available at <http://www.doh.state.fl.us/demo/ems/Rulesstatutes/rulesreghome.html>.

E911 State Grant Program

This year the counties received two excellent grant opportunities for assistance in purchasing 911 equipment. The legislature and governor's office released the grant funding for the first three quarters of the 2008-2009 fiscal year. This funding completes the remaining grants in the first phase (Spring 2008) of the E911 State Grant Project.

The E911 Board received 42 applications from 24 counties for a total grant request of \$33,709,932 in the spring grant program. The E911 Board approved \$31,480,266.63 contingent on legislative release of funds. The first phase request for \$25 million funded 21 counties and a total of 25 fully funded projects and two partial funded projects.

An additional \$25 million in nonrecurring funds was requested from the E911 Trust Fund for the 2008-2009 fiscal year. With the release of the first two quarters of the 2008-2009 fiscal year, the disbursements of the remaining spring grants were authorized. The remaining funding, approximately \$18 million, was scheduled to be used for the fall E911 State Grant Program contingent on legislative funding approval. The Board disbursed the first through third quarter funds for the priority one through three and part of the priority four grant applications in the fall grant program. The remaining grants await release of funding by the legislature and the governor's office.

State E911 Grant Program - Spring 2008 Approved and Disbursed July 2008 - 1st Quarter - FY2008-2009							
County	Approved Amounts	Grant #	Purpose	County	Approved Amounts	Grant #	Purpose
Citrus	\$535,399.71	S-08-07-30	Backup E911 System	Okaloosa	\$300,364.04	S-08-07-34	E911 Network Fiber Circuits
Collier	\$359,095.00	S-08-07-31	Microwave Circuits for 911	Palm Beach (Partial)	\$3,134,597.71	S-08-04-23	Hosted 911 System Equipment
Hernando	\$342,843.00	S-08-07-32	Mobile 911 PSAP Equipment	St. Johns	\$292,298.00	S-08-07-35	Backup E911 System
Martin	\$89,253.03	S-08-07-33	E911 Mapping Upgrade	St. Johns	\$7,681.00	S-08-07-36	Lightning Protection for E911 Backup Equipment
Okaloosa (Partial)	\$852,104.64	S-08-04-18	E911 Routing Equipment	St. Johns	\$71,130.00	S-08-07-37	Backup E911 Mapping System

Approved and Disbursed October 2008 - 2nd Quarter - FY2008-2009							
County	Approved Amounts	Grant #	Purpose	County	Approved Amounts	Grant #	Purpose
St. Johns	\$100,439.00	S-08-10-38	E911 Routing Equipment	Martin	\$104,275.00	S-08-10-40	Backup 911 Recorder
St. Johns	\$164,575.00	S-08-10-39	Backup E911 Recorder	St. Lucie	\$126,211.50	S-08-04-41	911 Workstations

**State E911 Grant Program - Fall 2008
Approved and Disbursed October 2008 - 2nd Quarter - FY2008-2009**

County	Approved Amounts	Grant #	Purpose	County	Approved Amounts	Grant #	Purpose
Charlotte	\$148,475.53	S2-08-10-1	911 System Replacement	Miami-Dade	\$29,012.43	S2-08-10-5	Logging Recorder MBPD
Desoto	\$253,834.24	S2-08-10-2	911 System Replacement	Miami-Dade	\$30,270.00	S2-08-10-6	Logging Recorder (Aventura)
Hernando	\$260,784.19	S2-08-10-3	911 System Replacement	Sarasota	\$1,000,000.00	S2-08-10-7	911 System Replacement
Marion	\$1,671,017.07	S2-08-10-4	911 System Replacement	Polk	\$1,671,380.92	S2-08-10-8	Consolidated PSSAP Equipment
Miami-Dade	\$454,958.99	S2-08-10-5	911 Equipment Replacement MBPD				

Approved and Disbursed July 2008 - 2nd Quarter - FY2008-2009

County	Approved Amounts	Grant #	Purpose	County	Approved Amounts	Grant #	Purpose
Polk (Partial)	\$2,634,034.08	S2-08-10-8	Consolidated PSAP Equipment	Martin	\$100,000.00	S2-09-1-15	Backup Routing
Highlands	\$560,776.98	S2-09-1-9	911 System Consolidation	Okaloosa	\$497,661.50	S2-09-1-16	Regional Routing
Okaloosa	\$98,877.40	S2-09-1-10	Consolidated 911 System	Orange	\$279,680.00	S2-09-1-17	Central Regional Routing
Escambia	\$274,477.00	S2-09-1-11	MIS System	St.Lucie	\$150,000.00	S2-09-1-18	Backup Routing
Martin	\$91,064.00	S2-09-1-12	MIS Enterprise	Walton	\$617,869.00	S2-09-1-19	Regional Routing
Clay	\$12,916.25	S2-09-1-13	NF Regional Routing	Lake (Partial)	\$370,740.99	S2-09-1-20	Central Regional Routing
Leon	\$311,902.80	S2-09-1-14	Selective Router				

Please send excess funds, grant reimbursement and interest checks to:

Florida E911 Board
Post Office Box 7117
Tallahassee, Fl 32314

Do not send any funds or checks to E911 Board Staff Representatives.



Check out the Florida E911 Web site available at two links!

<http://florida911.MyFlorida.com> or

http://dms.MyFlorida.com/cits/public_safety/florida_e911

Rural County Grant Program - 2008 Fall Cycle

At the October 2008 E911 Board meeting, the board approved 24 grant applications from 14 counties for a total approved amount of \$1,695,684.84. The grants included funding for E911 systems and logging recorder replacements, and system maintenance. Only priority one and two grants were funded. The major changes in the grant application for this cycle dealt with clarifications on fundable items. The rural county grant program is one of the major reasons that Phase I and Phase II wireless E911 is available and maintained throughout the state.

Approved and Disbursed July 2008 - 2nd Quarter - FY2008-2009							
County	Approved Amounts	Grant #	Purpose	County	Approved Amounts	Grant #	Purpose
Gulf	\$10,081.00	08-10-01	Recorder (PSJPD)	Laffayette	\$4,268.00	08-10-13	Recorder Maintenance
Gulf	\$11,849.00	08-10-02	Recorder (GCSO)	Levy	\$10,280.00	08-10-14	Map Maintenance
Hamilton	\$13,955.00	08-10-03	Logging Recorder	Levy	\$54,864.00	08-10-15	E911 Maintenance
Levy	\$338,023.45	08-10-04	911 System Replacement	Liberty	\$4,598.00	08-10-16	Map Maintenance
Okeechobee	\$878,091.78	08-10-05	911 System Replacement	Madison	\$10,559.00	08-10-17	Map Maintenance
Bradford	\$36,016.00	08-10-06	E911 Maintenance	Madison	\$4,268.00	08-10-18	Recorder Maintenance
Bradford	\$6,100.00	08-10-07	Recorder Maintenance	Okeechobee	\$56,514.71	08-10-19	E911 Maintenance
Dixie	\$33,160.00	08-10-08	E911 Maintenance	Suwannee	\$16,353.00	08-10-20	Map Maintenance
Gadsden	\$56,248.08	08-10-09	E911 Maintenance	Suwannee	\$5,600.00	08-10-21	Recorder Maintenance
Hamilton	\$34,994.62	08-10-10	E911 Maintenance	Taylor	\$45,189.10	08-10-22	E911 Maintenance
Hardee	\$10,168.08	08-10-11	E911 Maintenance	Washington	\$21,117.02	08-10-23	E911 Maintenance
Lafayette	\$33,387.00	08-10-12	E911 Maintenance				

Emergency Grant Program

The E911 Board has developed the application and a draft rule to enact emergency grant program requirements for counties in need of 911 emergency disaster recovery assistance.

The program helps restore enhanced 911 systems for Florida counties resulting from natural and man-made disasters or events. This grant program does not provide payment for items 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 obtaining funding from these programs and then funds are returned to the E911 Board and the E911 Trust Fund. Counties must comply with all requirements of the insurance or other assistance programs to assure that all available funding is provided.

E911 Board Grants – Tips on Writing Grants

With the awards this fall of the Rural County and State E911 grants, there have been requests for information on grant writing and development.

If you plan to apply for a grant, get involved during the grant and rule development process. Monitor the E911 Board meetings for discussions and changes to existing grant programs. This is when you can have input for application changes; once the grant program has started, application changes are prohibited.

Remember that while the grant application is written for the E911 Board it must also be explained to and approved by your board of county commissioners. Avoid 911 terms and acronyms and clearly explain any specific technical issues provided in your application. While the E911 Board staff and committee members are 911 professionals and familiar with the subject matter, clarity helps with your county approval process.

With any E911 Board grant application, it is imperative to use the current application. Carefully read, understand and comply with the submission instructions. If there are any unclear requirements or you have any questions about the application, contact the E911 Board staff for clarifications. Complying with grant instructions, submission forms and closing dates ensure the Board Staff processes the application for review.

A major issue with most counties is getting the grant signed by the board of county commissioners. Another major issue is obtaining equipment quotes in time to prepare the application. Develop a

grant completion schedule to help you stay on track and assure that the application is submitted prior to the grant closing date. Leave enough time in your schedule for administrative difficulties. If possible submit the grant early for staff application completion review prior to the grant closing date.

Review the grant eligible equipment and services that you plan to include in the grant application. Then determine their funding priorities. Since applications will be awarded based upon the priorities, provide a separate application for each priority.

With the last two E911 grant programs, the application requests exceeded the available funding. Limited funding means grant priorities have a greater impact on grant awards. This does not imply that grants should not be submitted for lower priorities. If the funds are needed, the grant application still provides an excellent funding opportunity.

After you determine the priority of the needed 911 equipment and services, determine the estimated cost. Include and provide all necessary costs including third party costs. The cost will determine the number of quotes needed. If it is less than \$25,000, only one quote is required. Most grant requests are over \$25,000 and require three competitive quotes. Providing the competitive quote ensures that the grant is reviewed. Document your attempts to obtain the required quotes, in case the vendors do not provide it. If you have made a good faith effort to obtain the quotes, the E911 Board can

review the application based on substantiated proof (i.e., hard-copy documentation) of the requests and the limited responses. If you plan on a sole source procurement and want the Board to consider your application, provide a letter from the county's purchasing department. The E911 Board considers sole sourcing on a case-by-case basis.

If the county has carry forward funding available, it is imperative that the funds and the planned usage are clearly stated. Detail the county funds that will be used as part of the project.

The grant application is organized for you to provide the key requirements in the application form. Make sure that your information is accurate because the grants may be scored according to a grant funding matrix (if part of the grant application.) Your grant application should be clear and concise and responses should be to the point and not repetitive. A complete application should be responsive to the application criteria and provide a thorough understanding of your project. The grant application should clearly answer the needs, purpose, and project description and justifications. Provide the E911 Board with your implementation schedule and approach. You want to respond to the grant criteria within the space and page limits provided.

Watch out for specific requirements on special projects such as regional or joint grant applications.

(Continues on page 6)

(Continued from page 5)

Be sure to provide any special documentation including combined grant packages, memorandum of understanding, or user agreements and comparisons or alternatives.

Ask someone who has not worked on the application to read the application requirements and your grant submission to identify missing information and clarify unclear statements.

Verify a complete application with the following checklist:

- Completed Original Grant Application
- Chair, Board of County Commissioners signature on the Grant Application.
- Copy of the three competitive quotes for equipment (on grant applications totaling \$25,000.00 or more) or justification and documentation for sole source funding.
- Specified copies of the complete signed application and quotes

Make sure the grant application package is postmarked or delivered on or before the date specified to avoid automatic rejection of the application.

Remember assistance with your grant application or reports is available through the E911 Board's Technical and Administrative Staff.

State E911 Plan – Next Generation 911 Section

A committee was established to work on a new section in the State E911 Plan on Next Generation 911. The committee includes database, mapping, E911 systems, service provider professionals, and one E911 Board member.

State E911 Plan NG-911 Committee:

Bruce Thorburn
 Chuck Freeman
 Ira Pyles
 Ron Hatton
 Frank Kirk
 Timothy B. Gundlach
 Ed Gonzalez
 Silvia Diaz
 Susan Luke

The Committee will be reviewing Next Generation 911 database, mapping, systems, service provider, security, inspection and other technical issues. The NG-911 section draft will be sent to the county 911 coordinators for comments and concerns. The committee will start meeting in February, with meetings tentatively scheduled around the E911 Board Meetings.

Federal E-911 Grant Program

The National Highway Traffic Safety Administration published the Notice of Proposed Rulemaking for the E-911 Grant Program in the Federal Register. Of the \$43.5 million authorized, \$41.325 million apparently will be eligible for grants. Appendix A indicates the minimum grant award available to qualifying states; for Florida, it is \$1,579,728.30.

State E911 Plan

The Department of Management Services, Division of Telecommunications is in the process of updating the existing 911 plan to conform to new legislation and address changes in technologies.

The two committees established to work on the revised update completed their work and the revised E911 Plan was sent to the county 911 coordinators for comments and concerns. These have been addressed and the E911 Plan is in the rule making process.

The rule for the E911 Plan will be developed by the Department of Management Services and the statewide coordination office.

In addition to updating the E911 Plan, the statewide 911 coordination office will work with the county 911 coordinators on updating their County 911 Plans currently included in Chapter 9.

Call Taker Training – DMS Learning Place

A committee was formed to develop web based training on the Department of Management Services Learning Place utilizing Moddle. The committee will be looking into providing learning opportunities

for the county 911 coordinators and 911 call takers. The Statewide 911 Coordination Section wants to assist counties

and to take advantage of the DMS service to host this new 911 training. We plan to develop 911 courses through a sub-committee of 911 volunteers, mainly using county 911 coordinators.

Training Committee:

Dina Walker
 Marc Adler
 Pat Welte
 Sally Tolley
 Bill Stevens
 Linda Draughn-Woloski

Florida 911 Coordinator Listserv

We now have a listserv available for use by county 911 coordinators and their assistants. This listserv will be used to share 911 information and news to the coordinators. It also provides the ability to e-mail your 911 issues with other Florida counties.

This listserv will require the coordinators to opt-in; you will not be automatically included. Please sign up for this listserv and use it instead of trying to send e-mails to the coordinators by using the Statewide 911 Coordinator's e-mail list. At the present time, we are going to limit the number of county 911 personnel on the listserv from each county to two.

To opt-in you need to send an e-mail to:
florida911-subscribe@listserv.MyFlorida.com

After you have been added to the listserv, to post a message to all the list members send e-mail to
florida911@listserv.MyFlorida.com

E911 Board Prepaid Study

The E911 prepaid study was reviewed and accepted by the E911 Board. The study provides information confirming that it is feasible to collect E911 fees from the sale of prepaid wireless service on an equitable, competitively neutral, and nondiscriminatory basis.

The E911 Board unanimously voted that it is feasible to collect E911 fees from the sale of prepaid wireless service. It decided that a menu of collection methods for the prepaid wireless fees shall be developed by rule including:

- **Flat Fee Active Account Collection Method** - monthly collection basis from each active prepaid subscriber whose account balance is equal to or greater than the amount of the fee.
- **Flat Fee Aggregate Collection Method** - monthly collection basis according to a computed formula of aggregate prepaid service provider revenues; number of calculated accounts equals (the revenue divided by the average revenue per user) is then multiplied by the subscriber fee.
- **Point of Sale Flat Fee Collection Method** - monthly collection basis where the E911 fee is collected at the point of sale.
- **Other Collection Method** - based on E911 Board and service provider mutually agreeable method.

The E911 Board plans to start rule development for a new prepaid fee rule establishing the requirements and procedures for collection. A notice for a rule development workshop will be posted on the Florida E911 Web site.

The E911 Board also voted to notify the governor, senate and house of its recommendation for a continuance of the prepaid fee suspension from July 1, 2009. The recommendation is that the E911 Board starts collecting the fee on or before January 1, 2010.

E911 Board Meetings

The E911 Board meets and reviews E911 funding and other issues that directly affect the revenues for the county 911 systems. Meeting attendance is not a requirement of the State 911 Plan but it is recommended by the State 911 coordination office. If you can not attend in person, a voice conference bridge is available.

The E911 Board reviews the fee rate and allocation percentages to determine if changes are warranted. In addition, there are discussions on the E911 State Grant and Rural County Grant Programs, grant application, and possible rule changes along with board opinions on allowable expenditures.

The meeting notices and agenda are published prior to the monthly meeting on the Florida E911 Web site. The meeting locations for the next four months include:

(Locations are subject to change.)

February 18-19, 2009, 9 a.m. – until conclusion of business
Rosen Shingle Creek
Orlando, Florida

March 17-19, 2009 Grant Committee Meeting scheduled March 17 starting at 2 p.m.

E911 Board Meeting 18 & 19 at 9 a.m. – until conclusion of business
Hilton Garden Inn
Tallahassee, Florida

April 14-16, 2009 Grant Committee Meeting scheduled April 14 at 2 p.m. and E911 Board Meeting April 15-16, 2009, 9 a.m. – until conclusion of business
Homewood Suites
Tallahassee, Florida

May 20-21, 2009
Embassy Suites
USF Tampa, Florida

North Florida Routing Pilot Project

The initial MyFloridaNet IP test circuits were installed and tested at Suwannee, Madison, Lafayette, and Taylor Counties. Test traffic, including test 911 calls, was completed and they can transfer 911 calls. Liberty and Baker have been connected to the network.

South Florida Call Routing Project

The E911 Board awarded call routing grants to St. Lucie, Martin and Charlotte Counties. Intrado was selected by the counties to implement the system.

Central and Panhandle Florida Regional Routing Projects

The E911 Board awarded regional routing grants to Orlando and Lake for a Central Regional Project. Okaloosa and Walton Counties were awarded grants for a Panhandle Regional Routing Project. Both projects are contingent on legislative funding release. Embarq was selected by the counties for the grants.

E911 Board Assistance Request

The E911 Board requests county assistance to identify new wireless and nonwireless service providers doing business in Florida. Contact any E911 Board Staff Representative.

All E911 Board grants are subject to the Single Audit Act requirements of Florida Statute §215.97. The Rural County CSFA number is 72.001.

The Department of Management Services, Communications and Information Technology Services Division was recently renamed to the Department of Management Services, Division of Telecommunications!

This newsletter keeps county 911 coordinators up-to-date and provides information for the counties unable to attend the coordinator meeting.

E911 Board Technical

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