

# SENATE STAFF ANALYSIS AND ECONOMIC IMPACT STATEMENT

(This document is based on the provisions contained in the legislation as of the latest date listed below.)

BILL: CS/SB 1628

SPONSOR: Comprehensive Planning Committee and Senator Margolis

SUBJECT: Non-Emergency Telecommunications Systems

DATE: April 16, 2004                      REVISED: \_\_\_\_\_

	ANALYST	STAFF DIRECTOR	REFERENCE	ACTION
1.	Cooper	Yeatman	CP	Fav/CS
2.	_____	_____	CU	_____
3.	_____	_____	ATD	_____
4.	_____	_____	AP	_____
5.	_____	_____	_____	_____
6.	_____	_____	_____	_____

**I. Summary:**

This Committee Substitute (CS) delays the repeal, from June 30, 2003 to June 30, 2009, of the pilot-project which allows Miami-Dade County to use “911” fees for non-emergency telecommunication expenses.

This CS amends section 365.171 of the Florida Statutes:

**II. Present Situation:**

**“911” and “E911” Emergency Telephone Systems**

The Florida Emergency Telephone Act, pursuant to s. 365.171, F.S., establishes and implements a statewide emergency telephone number system, administered through the counties, to provide citizens with rapid direct access to public safety agencies by dialing the telephone number “911.” Use of this system reduces the response time to situations requiring law enforcement, fire, medical, rescue and other emergency services.

County “911” systems are funded by a monthly fee of up to 50 cents per subscriber on local wire-line exchanges. Most counties also use general revenue to subsidize “911” system operating and capital costs. In some cases, State General Revenue has been allocated to select under-funded rural “911” systems.<sup>1</sup> All counties currently levy the “911” fee.

In response to the Federal Communications Commission (FCC) mandates to provide “911” services for wireless phones, the Legislature enacted s. 365.172, F.S., the Wireless Emergency Communications Act. This act authorizes the state to levy a monthly fee of 50 cents on certain

<sup>1</sup> According to staff of the State Technology Office, 64 of 67 counties used funding other than 911 fees to support the 911 system in 2000.

wireless subscribers to fund Enhanced “911,” or “E911” services. A Wireless “911” Board was created to administer the fund and adjust the allocation of proceeds from the fee or to reduce the fee.

### “311” Non-Emergency Systems

In 1996, as part of the Federal government’s *Community Involved Policing* initiatives, the “311” number was designated by the FCC for use by municipal and county governments for non-emergency calls. The “311” system is a service dedicated to handling the reporting of non-emergency situations such as abandoned vehicles, noise complaints, and the reporting of incidents that have already happened (such as break-in, auto theft, or illegal dumping). Use of this system for non-emergency calls allows the “911” calling system to respond to true emergency situations. A number of local governments nationwide have implemented “311” calling systems.<sup>2</sup>

In 2001, the Legislature amended s. 365.171(13)(a)6., F.S., to authorize Miami-Dade County to use “911” fee proceeds to pay

“...such expenses related to a nonemergency “311” system, or similar nonemergency system, which improves the overall efficiency of an existing “911” system or reduces “911” emergency response time for a 2-year pilot project that ends June 30, 2003. However, no wireless telephone service provider shall be required to participate in this pilot project or to otherwise implement a nonemergency “311” system or similar nonemergency system.”<sup>3</sup>

To date, Miami-Dade County has not implemented their “311” calling system.

### III. Effect of Proposed Changes:

**Section 1** amends s. 365.171(13)(a)6., F.S., to delay the repeal, from June 30, 2003 to June 30, 2009, of the pilot-project which allows Miami-Dade County to use “911” fees for non-emergency telecommunication expenses.

**Section 2** provides an effective date of July 1, 2004.

### IV. Constitutional Issues:

#### A. Municipality/County Mandates Restrictions:

None.

<sup>2</sup> To include Baltimore, Dallas, Chicago, San Jose, Detroit, Rochester, Washington DC, Hampton (VA), Houston, and Austin. Birmingham (AL), Los Angeles, Miami, Framingham and Cambridge (MA), and New York City are currently implementing 311 systems.. In Florida, it is reported that Orange County has received U.S Department of Justice grant funds to establish a 311 system for county services. ([www.columbus.gov/311](http://www.columbus.gov/311)) It is reported that in Baltimore, the 311 system reduced waiting time for a 911 operator by 50 percent. [www.levy2003.com/newsreleases/311.htm](http://www.levy2003.com/newsreleases/311.htm)

<sup>3</sup> Section 1 of ch. 01-133, L.O.F.

B. Public Records/Open Meetings Issues:

None.

C. Trust Funds Restrictions:

None.

**V. Economic Impact and Fiscal Note:**

A. Tax/Fee Issues:

This CS delays the repeal, from June 30, 2003 to June 30, 2009, of the pilot-project which allows Miami-Dade County to use “911” fees for non-emergency telecommunication expenses.

B. Private Sector Impact:

None.

C. Government Sector Impact:

None.

**VI. Technical Deficiencies:**

None.

**VII. Related Issues:**

None.

**VIII. Amendments:**

None.