

## CHAMBER ACTION

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1 The Utilities & Telecommunications Committee recommends the  
2 following:

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4 **Council/Committee Substitute**

5 Remove the entire bill and insert:

6 A bill to be entitled

7 An act relating to governmental services telephone  
8 systems; creating s. 365.180, F.S.; providing legislative  
9 findings; defining the term "coordinated 311 nonemergency  
10 and other governmental services telephone system";  
11 authorizing the Department of Community Affairs to accept  
12 and administer funds to provide grants for certain  
13 governmental services telephone systems; authorizing  
14 counties and municipalities to apply for grants; requiring  
15 a county or municipality to provide matching funds;  
16 providing procedures for approval of grant awards;  
17 requiring approval by the Secretary of Community Affairs  
18 or appropriation by the Legislature; providing for certain  
19 limitations on grant funds amounts; requiring a report to  
20 the Governor and the Legislature detailing expenditures;  
21 authorizing the department to adopt rules; providing  
22 application evaluation criteria; providing an  
23 appropriation; providing an effective date.

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25 WHEREAS, in 1997, the Federal Communications Commission  
26 authorized the use of 311 as a telephone number for  
27 "nonemergency police and other governmental services," and

28 WHEREAS, in 2001, the Legislature authorized a 311 pilot  
29 project in chapter 2001-133, Laws of Florida, to improve the  
30 overall efficiency of 911 telephone systems and reduce 911  
31 emergency response times, and

32 WHEREAS, several counties and municipalities in Florida  
33 have thus far implemented 311 telephone systems that provide a  
34 single access point to nonemergency and other governmental  
35 services, and

36 WHEREAS, 311 alleviates congestion on 911 circuits and  
37 helps make 911 emergency systems more efficient by diverting  
38 nonemergency calls that could impede emergency responses, and

39 WHEREAS, 311 has proven to be critical during hurricanes  
40 and other emergency situations and disasters by diverting many  
41 calls from 911 emergency systems and keeping 911 open and  
42 available for truly life-threatening situations, and

43 WHEREAS, 311 provides important information not only to  
44 citizens, but to government by providing data about the source  
45 of and the reasons for calls, and

46 WHEREAS, 311's greatest value is its ability to coordinate  
47 the efforts of municipalities, counties, and other state and  
48 local jurisdictions to provide an integrated, seamless single  
49 source for nonemergency and other governmental services, and

50 WHEREAS, 311 systems could provide mutual aid to  
51 neighboring areas by serving as backup call centers under

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52 | circumstances where disaster may disable local city or county  
53 | communication networks, and

54 |       WHEREAS, 911 was established to provide "rapid direct  
55 | access to public safety agencies," and the Florida 211 Network  
56 | was established to provide "coordination for information and  
57 | referral for health and human services," and

58 |       WHEREAS, 311 serves as an effective component of unified  
59 | governmental services which complements but does not duplicate  
60 | the services provided by 911 and 211, NOW, THEREFORE,

61 |

62 | Be It Enacted by the Legislature of the State of Florida:

63 |

64 |       Section 1. Section 365.180, Florida Statutes, is created  
65 | to read:

66 |       365.180 Coordinated 311 nonemergency and other  
67 | governmental services telephone system grant program; grants for  
68 | operation; funding; approval; allocation.--

69 |       (1) The Legislature finds that a 311 telephone system for  
70 | nonemergency and other governmental services may reduce the  
71 | volume of nonemergency calls to 911 public safety answering  
72 | points, particularly in times of a disaster. The Legislature  
73 | further finds that 311 systems improve public access to  
74 | government by providing seamless access to various governmental  
75 | entities, enhancing coordination among state and various local  
76 | jurisdictions, and improving service delivery.

77 |       (2) As used in this section, the term "coordinated 311  
78 | nonemergency and other governmental services telephone system"  
79 | means a 311 system that is multijurisdictional in nature such

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80 that it is designed to provide seamless access to nonemergency  
81 and other governmental services.

82 (3) The Department of Community Affairs may accept and  
83 administer funds that are appropriated to it for providing  
84 grants to counties and municipalities for the operation of a  
85 coordinated 311 nonemergency and other governmental services  
86 telephone system.

87 (4) A county or municipality may apply for a grant of  
88 state funds to support the implementation and operation of a  
89 coordinated 311 nonemergency and other governmental services  
90 telephone system.

91 (5) A state grant awarded under this section must be  
92 matched by a contribution from the county or municipality in an  
93 amount equal to \$1 for each \$1 awarded under this section.

94 (6) The Department of Community Affairs shall review each  
95 application submitted under subsection (4) for a grant to  
96 implement a coordinated 311 nonemergency and other governmental  
97 services telephone system and, annually, shall submit a list of  
98 all applications received and a list of the systems that are  
99 recommended for the award of grants, arranged in order of  
100 priority, to the secretary of the Department of Community  
101 Affairs for the secretary's approval. The Department of  
102 Community Affairs may allocate grants only for coordinated 311  
103 nonemergency and other governmental services telephone systems  
104 that are approved by the secretary or for which funds are  
105 appropriated by the Legislature.

106 (7) The annual amount of any one grant made under this  
107 section may not exceed the lesser of \$2.5 million or 50 percent

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108 of the total annual cost of operating the coordinated 311  
109 nonemergency and other governmental services telephone system.  
110 The total amount of the grants awarded to a coordinated 311  
111 nonemergency and other governmental services telephone system in  
112 a 5-year period may not exceed \$10 million.

113 (8) No later than December 15, 2007, each 311 system that  
114 receives funding under this section shall submit a report to the  
115 Governor, the President of the Senate, and the Speaker of the  
116 House of Representatives detailing expenditure of the funds  
117 appropriated to it for the purposes of this section.

118 (9) The Department of Community Affairs may adopt rules  
119 pursuant to ss. 120.536(1) and 120.54 prescribing the criteria  
120 to be applied to applications for grants and rules providing for  
121 the administration of this section. The application evaluation  
122 criteria shall, at a minimum, include the following:

123 (a) The population of the applicant county or  
124 municipality.

125 (b) Prior establishment of a 311 number by the applicant  
126 county or municipality.

127 (c) The interoperability between the proposed 311 system  
128 and the existing 911 public safety answering points within the  
129 applicant county or municipality.

130 (d) The commitment of funds by the applicant county or  
131 municipality beyond the minimum match contribution.

132 (e) The long-range plan for sustainability of the proposed  
133 311 system submitted by the applicant county or municipality.

134 Section 2. For fiscal year 2006-2007, the sum of \$10  
135 million is appropriated from the General Revenue Fund to the

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136 | Department of Community Affairs to fund the coordinated 311  
137 | nonemergency and other governmental services telephone system  
138 | grant program.

139 |       Section 3. This act shall take effect July 1, 2006.