

CHAMBER ACTION

1 The Transportation & Economic Development Appropriations
2 Committee recommends the following:

3
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 grants may be

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23 | awarded as appropriated or as made available from private
24 | sources; providing an effective date.

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

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

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

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

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

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

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

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51 WHEREAS, 311 systems could provide mutual aid to
52 neighboring areas by serving as backup call centers under
53 circumstances where disaster may disable local city or county
54 communication networks, and

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

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

62

63 Be It Enacted by the Legislature of the State of Florida:

64

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

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

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

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78 (2) As used in this section, the term "coordinated 311
79 nonemergency and other governmental services telephone system"
80 means a 311 system that is multijurisdictional in nature such
81 that it is designed to provide seamless access to nonemergency
82 and other governmental services.

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

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

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

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

105 that are approved by the secretary or for which funds are
106 appropriated by the Legislature.

107 (7) The annual amount of any one grant made under this
108 section may not exceed the lesser of \$2.5 million or 50 percent
109 of the total annual cost of operating the coordinated 311
110 nonemergency and other governmental services telephone system.
111 The total amount of the grants awarded to a coordinated 311
112 nonemergency and other governmental services telephone system in
113 a 5-year period may not exceed \$10 million.

114 (8) Each 311 system receiving state matching funds shall
115 submit a report to the Governor, the President of the Senate,
116 and the Speaker of the House of Representatives by December 15,
117 2007, detailing how the funds appropriated for the 311 system
118 were spent.

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

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

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

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

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

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133 (e) The long-range plan for sustainability of the proposed
134 311 system submitted by the applicant county or municipality.

135 Section 2. Grants for the coordinated 311 nonemergency and
136 other governmental services telephone system grant program
137 within the Department of Community Affairs may be awarded to the
138 extent funds are appropriated in law or made available from
139 private sources.

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