

1 (1) The Legislature finds that a 311 telephone system
2 for nonemergency and other governmental services may reduce
3 the volume of nonemergency calls to 911 public safety
4 answering points, particularly in times of a disaster. The
5 Legislature further finds that 311 systems improve public
6 access to government by providing seamless access to various
7 governmental entities, enhancing coordination among state and
8 various local jurisdictions, and improving service delivery.

9 (2) As used in this section, the term "coordinated 311
10 nonemergency and other governmental services telephone system"
11 means a 311 system that is multijurisdictional in nature such
12 that it is designed to provide seamless access to nonemergency
13 and other governmental services.

14 (3) The Department of Community Affairs may accept and
15 administer funds that are appropriated to it for providing
16 grants to counties and municipalities for operating a
17 coordinated 311 nonemergency and other governmental services
18 telephone system.

19 (4) A county or municipality may apply for a grant of
20 state funds to support the implementation and operation of a
21 coordinated 311 nonemergency and other governmental services
22 telephone system.

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

26 (6) The Department of Community Affairs shall review
27 each application submitted under subsection (4) for a grant to
28 implement a coordinated 311 nonemergency and other
29 governmental services telephone system and, annually, shall
30 submit a list of all applications received and a list of the
31 systems that are recommended for the award of grants, arranged

1 in order of priority, to the Secretary of Community Affairs
2 for the secretary's approval. The Department of Community
3 Affairs may allocate grants only for coordinated 311
4 nonemergency and other governmental services telephone systems
5 that are approved by the secretary or for which funds are
6 appropriated by the Legislature.

7 (7) The annual amount of any one grant made under this
8 section may not exceed the lesser of \$2.5 million or 50
9 percent of the total annual cost of operating the coordinated
10 311 nonemergency and other governmental services telephone
11 system. The total amount of the grants awarded to a
12 coordinated 311 nonemergency and other governmental services
13 telephone system in a 5-year period may not exceed \$10
14 million.

15 (8) Each 311 system receiving state matching funds
16 shall submit a report to the Governor, the President of the
17 Senate, and the Speaker of the House of Representatives by
18 December 15, 2008, detailing how the funds appropriated for
19 the 311 system were spent.

20 (9) The Department of Community Affairs may adopt
21 rules pursuant to ss. 120.536(1) and 120.54 prescribing the
22 criteria to be applied to applications for grants and rules
23 providing for the administration of this section. The
24 application evaluation criteria shall, at a minimum, include
25 the following:

26 (a) The population of the applicant county or
27 municipality.

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

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