

By Senator DiCeglie

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A bill to be entitled

An act relating to public safety; amending s. 365.171, F.S.; revising legislative intent relating to 911 systems; requiring each county, and every public agency within such county, to provide specified 911, emergency call, and dispatch services from a centralized 911 call center operated by the county or a regional entity as decided by specified boards; requiring that state funds for emergency services be redirected to each county that operates such centers; prohibiting certain counties from receiving state funds; requiring the board of county commissioners of each county to convene a specified board within a certain time period; providing membership requirements of such board; requiring the board to decide by a unanimous vote the entity for the county which will operate its centralized 911 call center and the funding for such entity; prohibiting funding from exceeding a specified dollar amount; requiring a certain board of county commissioners to convene a specified board within a certain time period in order for the county to establish a regional centralized 911 call center; providing membership requirements of such board; requiring the responsibilities and requirements of the board to mirror those of a specified board; requiring the board to decide by a unanimous vote the entity for the region which will operate its centralized 911 call center and the funding for such entity; prohibiting funding from exceeding a specified

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dollar amount unless agreed to by a specified vote of the board; requiring certain counties to convene a specified board for a specific purpose; providing responsibilities of specified boards following the establishment of a centralized 911 call center; providing membership composition of such boards; requiring an entity that operates a centralized 911 call center to maintain its headquarters in a specified location for a specific purpose; authorizing the entity an alternate location in certain circumstances; providing that the sheriff is deemed the entity to provide 911, emergency call, and dispatch services in a county under certain circumstances; requiring that all existing 911 operations within such county be integrated under the sheriff and every public agency within such county to participate; requiring that state funds be redirected to the sheriff for a specified purpose; prohibiting certain expenditures from being included in the sheriff's budget; prohibiting entities from transferring certain emergency calls; requiring entities to maintain interoperability with other emergency communications centers; requiring such entities to maintain certain cybersecurity standards; requiring vendors of certain systems to provide, at no additional cost, specified capabilities to 911 call centers; prohibiting such vendors from imposing any additional licensing or integration fee for any system that enables integration of systems used by 911 call

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centers; requiring that every 911 call center and public safety answering point, and any related system, be deemed critical infrastructure; defining terms; requiring specified boards or the sheriff, as applicable, to make a certain certification in writing to the office by specified dates; requiring the office to submit a certain report to the Governor and the Legislature by specified dates; providing requirements for the report; providing penalties for noncompliance; providing an effective date.

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

Section 1. Subsections (2) and (4) of section 365.171, Florida Statutes, are amended to read:

365.171 Emergency communications state plan.—

(2) LEGISLATIVE INTENT.—It is the intent of the Legislature that the communications number “911” be the designated emergency communications number. A public safety agency may not advertise or otherwise promote the use of any communications number for emergency response services other than “911.” It is further the intent of the Legislature to implement and continually update a cohesive statewide emergency communications plan for enhanced 911 services which will provide citizens with rapid direct access to public safety agencies by accessing “911” with the objective of reducing the response time to situations requiring law enforcement, fire, medical, rescue, and other emergency services. It is further the intent of the Legislature to create a unified 911 system within each county or region to serve as a

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88 single point of contact for all emergency services in order to  
89 maximize efficiency of emergency services. It is further the  
90 intent of the Legislature to prohibit the transfer of calls  
91 between 911 call centers or other law enforcement, fire, or EMS  
92 dispatch centers in the same county, to maximize the efficiency  
93 of the statewide emergency communications plan for residents  
94 dialing "911" for emergency services. It is further the intent  
95 of the Legislature to maximize interoperability of public safety  
96 agencies within each county and statewide to maximize the  
97 efficiency of emergency communications for residents dialing  
98 "911" for emergency services. The goal of interoperability is to  
99 ensure that 911 calls for emergency services, as well as  
100 communication and responses to catastrophic events, are  
101 connected directly so that critical information and resources  
102 across multiple disciplines and agencies are coordinated.

103 (4) STATE PLAN.—The office shall develop, maintain, and  
104 implement appropriate modifications for a statewide emergency  
105 communications plan. The plan shall provide for:

106 (a) The public agency emergency communications requirements  
107 for each entity of local government in the state.

108 (b) A system to meet specific local government  
109 requirements. Such system shall include law enforcement,  
110 firefighting, and emergency medical services and may include  
111 other emergency services such as poison control, suicide  
112 prevention, and emergency management services.

113 (c) Identification of the mutual aid agreements necessary  
114 to obtain an effective emergency communications system.

115 (d) A funding provision that identifies the cost necessary  
116 to implement the emergency communications system.

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117       (e)1.a. By January 1, 2029, each county, and every public  
118 agency within such county, shall provide 911, emergency call,  
119 and dispatch services from a unified 911 call center, operated  
120 by the county or a regional entity created by an interlocal  
121 agreement or other memorandum of agreement, decided by a  
122 unanimous vote of the Emergency Communication Center (ECC)  
123 executive board or the Regional Emergency Communication Center  
124 (RECC) executive board, as applicable, pursuant to this  
125 paragraph.

126       b. Upon establishment of a unified 911 call center, all  
127 state funds for emergency services must be redirected to each  
128 county that operates the unified 911 call center. A county that  
129 provides or receives 911, emergency call, and dispatch services,  
130 but does not establish a unified 911 call center pursuant to  
131 this paragraph, may not receive state funds for emergency  
132 services.

133       2.a. Within 90 days after July 1, 2026, in order for a  
134 county to establish a unified 911 call center pursuant to this  
135 paragraph, the board of county commissioners shall convene an  
136 ECC executive board. The chair of the board of county  
137 commissioners or his or her designee shall serve as the chair of  
138 the ECC executive board. The membership of the ECC executive  
139 board shall be composed of the city manager or strong mayor, as  
140 applicable, of the largest municipality in each county by  
141 population size that provides law enforcement, fire, and EMS  
142 services, and each agency head that provides law enforcement,  
143 fire, and EMS services operating in the county as of July 1,  
144 2026.

145       b. By January 1, 2027, the ECC executive board shall decide

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146 by a unanimous vote the entity for the county which will operate  
147 its unified 911 call center. Funding for such entity must also  
148 be decided by a unanimous vote of the ECC executive board, and  
149 the funding must be provided by the county and participating  
150 municipalities and agencies or any combination thereof. Any  
151 funding after the establishment of a unified 911 call center  
152 required by this paragraph may not exceed any net increase in  
153 the annual purchasing power of the dollar, as reflected in the  
154 Consumer Price Index for All Urban Consumers, unless agreed to  
155 by a unanimous vote of the ECC executive board.

156 3.a. Within 90 days after July 1, 2026, in order for a  
157 county to establish a regional unified 911 call center pursuant  
158 to this paragraph, the board of county commissioners of the  
159 county with the largest population participating in the regional  
160 unified 911 call center shall convene an RECC executive board.  
161 The chair of the board of county commissioners or his or her  
162 designee shall serve as the chair of the RECC executive board.  
163 The membership of the RECC executive board shall be composed of:

164 (I) The chair of the board of county commissioners, or his  
165 or her designee, from each participating county.

166 (II) The city manager or strong mayor, as applicable, of  
167 the largest municipality in each participating county by  
168 population size.

169 (III) Every agency head within each participating county  
170 that provides law enforcement, fire, and EMS services operating  
171 in the participating counties as of July 1, 2026.

172  
173 Notwithstanding membership requirements in this sub-  
174 paragraph, RECC executive board responsibilities and

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requirements must mirror the ECC executive board responsibilities and requirements pursuant to this paragraph.

b. By January 1, 2027, the RECC executive board shall decide by a unanimous vote the entity for the region which will operate its unified 911 call center for the participating counties. Funding for such entity must also be decided by a unanimous vote of the RECC executive board, and the funding must be provided by the participating counties, municipalities, agencies, or any combination thereof. Any funding after the establishment of a unified 911 call center required by this paragraph may not exceed any net increase in the annual purchasing power of the dollar, as reflected in the Consumer Price Index for All Urban Consumers, unless agreed to by three-fourths vote of the RECC executive board.

4. A county that has an established entity that, as of July 1, 2026, provides law enforcement, fire, and EMS services to all government-provided first responder agencies in the county shall convene an ECC executive board pursuant to subparagraph 2. to ensure that the requirements of this paragraph are met.

5.a. Following the establishment of a unified 911 call center by a county pursuant to this paragraph, the ECC executive board shall serve as an advisor to the entity that operates the unified 911 call center. The ECC executive board may convene at a time and place as determined by the chair of the board.

Membership of the ECC executive board shall be composed of:

(I) One member of the board of county commissioners or his or her designee.

(II) One representative from the county's city council, or his or her designee.

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204       (III) The sheriff or his or her designee.

205       (IV) The police chief and the fire chief of the county.

206  
207       Members may serve on a rotating basis within their respective  
208       category of representation as established by the implementing  
209       rules created by the ECC executive board.

210       b. Following the establishment of a regional unified 911  
211       call center pursuant to this paragraph, the RECC executive board  
212       shall serve as an advisor to the entity that operates the  
213       regional unified 911 call center. The RECC executive board may  
214       convene at a time and place as determined by the chair of the  
215       board. Membership of the RECC executive board shall be composed  
216       of:

217       (I) One member of the board of county commissioners, or his  
218       or her designee, from each participating county.

219       (II) One representative, or his or her designee, from the  
220       city council of each participating county.

221       (III) The sheriff, or his or her designee, from each  
222       participating county.

223       (IV) The police chief and the fire chief from each  
224       participating county.

225  
226       Members may serve on a rotating basis within their respective  
227       category of representation as established by the implementing  
228       rules created by the RECC executive board.

229       6.a. An entity that operates a unified 911 call center  
230       shall maintain its headquarters in one location to serve as the  
231       primary public safety answering point (PSAP). However, an entity  
232       may maintain offices or answering points at various other



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locations throughout this state, as required and determined by a public agency. An entity shall designate an alternate center to the PSAP. Such center may only receive emergency calls when the PSAP is unable to receive emergency calls.

b. An entity that operates a regional unified 911 call center shall maintain its headquarters in one location to serve as the PSAP, but may maintain offices or answering points at various locations, as required and determined by the public agencies. However, the entity shall designate an alternate center to the PSAP. Such center may only receive emergency calls when the PSAP is unable to receive emergency calls.

7.a. By January 1, 2027, if a county has not established the operation of a unified 911 call center pursuant to this paragraph, the sheriff of the county is deemed the entity to provide 911, emergency call, and dispatch services in the county. All existing 911 operations within a county must be integrated under the sheriff to create a 911 call center, and every public agency within the county shall participate in the 911 call center to provide such services.

b. If the sheriff provides 911, emergency call, and dispatch services, the state funds for emergency services must be redirected to the sheriff for the sole purpose of operating the unified 911 call center and may not be distributed to the county. The county shall provide total funding for the 911 call center, as determined by the annual needs assessment and as requested by the sheriff, but the county does not have rights or control over the funds or equipment of the center. Expenditures for operating the 911 call center may not be included in the sheriff's budget under s. 30.49. Such expenditures must be

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included in the county's budget in accordance with chapter 129.

8.a. An entity or a regional entity that provides 911, emergency call, and dispatch services from a 911 call center may not transfer any emergency call received by the entity to any other PSAP or call center, unless at least one firefighting, law enforcement, ambulance, medical, or other emergency services professional, as applicable, has been dispatched in response to the emergency call received by the entity.

b. This subparagraph does not prohibit the transfer of an emergency call to another PSAP or emergency communications center if the reported emergency occurs outside the jurisdictional boundaries of the local government where the headquarters of the 911 call center is located. In such cases, the emergency call must be promptly transferred to the appropriate jurisdiction, consistent with established interagency protocols and mutual-aid agreements.

9.a. An entity or a regional entity that provides 911, emergency call, and dispatch services from a 911 call center shall maintain interoperability with other emergency communications centers in this state. Such entities shall maintain proactive cybersecurity standards adopted by the National Institute of Standards and Technology, as outlined in the Task Force on Optimal Public Safety Answering Point Architecture Guidelines. Such entities shall also maintain cryptographic inventory and ongoing cryptographic monitoring services, and incorporate behavioral-based, packet-level monitoring at all times from a security operations center located in the United States.

b. To aid in interoperability and public safety, a vendor

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of computer-aided dispatch (CAD) systems and interoperable radio communications systems must provide, at no additional cost, the built-in capability to interface with different PSAP CAD systems and other radio communications systems that, although not operated or maintained by the vendor, are used in this state by 911 call centers. In addition, a vendor may not impose any additional licensing or integration fee for any system that enables integration of such systems, including, but not limited to, radio communications systems, CAD systems, cyber security systems, telephone communication systems, interoperability gateway systems, and Radio-over-Internet Protocol (RoIP) gateway systems, used in this state by a 911 call center.

c. Every 911 call center and PSAP, and any related system, including, but not limited to, interoperability gateway systems and secure IP communications systems that enable cross-system radio communications, are deemed critical infrastructure in this state.

d. As used in this subparagraph, the term:

(I) "Critical infrastructure" has the same meaning as in s. 119.0725(1).

(II) "Interoperability" means the technical ability to communicate across disciplines and jurisdictions statewide.

(III) "Interoperability gateway" system means a network device or platform that provides protocol translation, audio transcoding, routing, and talk-group management between otherwise incompatible radio systems, Voice-over-Internet Protocol (VoIP) systems, public safety LTE network systems, mission critical push-to-X services systems, satellite systems, and IP-based communications systems.

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(IV) "Radio-over-Internet Protocol (RoIP) Gateway" system means hardware or software that enables radio communications to be transmitted, received, patched, or controlled across IP networks.

10.a. By January 1, 2027, and by January 1, 2029, the chair of the ECC executive board, the chair of the RECC executive board, or the sheriff, as applicable, shall certify in writing to the office that the county or each participating county, as applicable, has taken the required action to comply this paragraph and has established an entity or a regional entity to provide 911, emergency call, and dispatch services.

b. By January 30, 2027, and by January 1, 2029, the office shall submit a report to the Governor, the President of the Senate, and the Speaker of House of Representatives, describing the results of establishing 911 call centers in this state, identifying any county that has not established such a center in violation of this paragraph.

11. A county that does not comply with this paragraph by January 1, 2029, will have its emergency funding reduced by 25 percent for each year the county does not comply.

The office shall be responsible for the implementation and coordination of such plan. The office shall adopt any necessary rules and schedules related to public agencies for implementing and coordinating the plan, pursuant to chapter 120.

Section 2. This act shall take effect upon becoming a law.