
2023
Charlotte County 9-1-1
Annual Report

9-1-1



Your Lifeline in an Emergency

Table of Contents

Contents

Introduction	1
Operations	2
Fiscal	8
Technical	12
GIS	13
Legislation	14
Public Education	16
Awards and Recognition	17
Contact Information	20

Florida 911 Statutes

Emergency Communications 911 State Plan

[365.171](#)

Emergency Communications Number "911"

[365.172](#)

Emergency Communications 911 System Fund

[365.173](#)

Proprietary Confidential Business Information

[365.174](#)

Private Branch Exchange/Private Switch ALI

[365.175](#)

Transfer of Calls Between Systems

[365.177](#)

Introduction

The 911 Office, often referred to as E911, functions within the Charlotte County Sheriff's Office, operating under the authorization of the Charlotte County Board of County Commissioners (BOCC). In accordance with Florida regulations, each BOCC is required to designate a 911 Coordinator who serves as the central point of contact for all matters related to 911 services. This includes overseeing fiscal, technical, operational, and strategic planning aspects, as well as providing recommendations for critical infrastructure investments to the BOCC and relevant stakeholders.

This newly introduced annual report seeks to provide the BOCC, The Charlotte County Sheriff and relevant stakeholders with a thorough overview of the aforementioned elements as well as additional highlights related to Charlotte County's 911 System for the year 2023.

While the public typically perceives the 911 System as covering all aspects of emergency response, from the initial 911 call for assistance to the arrival of field responders and subsequent care, including hospital and crisis team response, this report narrows its focus. Specifically, it concentrates on the delivery and processing of the 911 call itself and the essential elements needed to receive and handle that call.

The 911 Office oversees the provision of 911 services to three Public Safety Answering Points (PSAPs) in Charlotte County; the Charlotte County Sheriff's Office (CCSO), Punta Gorda Police Department (PGPD), and the Charlotte County Emergency Operations Back Up Center. CCSO and PGPD serve as primary PSAPs, directly receiving 911 calls. Call takers within each agency follow agency-specific protocols for handling these calls. This report aims to present information related to the 911 System as a whole while also providing breakdowns of information for each agency where applicable.

The 911 Office operates within the guidelines outlined in the Florida State Plan and adheres to Florida State Statutes directly relevant to 911 services. This ensures that the operations of the 911 Office and PSAPs align with state

Florida 911 Statutes

Direct Radio Between 911 Public Safety Answering Points and first responders

[365.179](#)

911 Public Safety Telecommunicator Certification

[401.465](#)

Florida 911 Plan

[State 911 Plan](#)

regulations and standards, enabling efficient and effective emergency response throughout Charlotte County. For reference, all relevant state statutes and the Florida 911 Plan can be accessed from the side bar of this document.

Operations

Cumulative Telephone Call Volume (911 & Non-Emergency)

Telephone call data for 2023 is documented based on the calendar year (January to December). The Charlotte County Sheriff's Office and Punta Gorda Police Department serve as the Public Safety Answering Points (PSAPs), directly receiving 911 calls from residents and visitors of Charlotte County. The cumulative volume of incoming calls received by both PSAPs, encompassing both emergency and non-emergency telephone lines, amounts to 260,276.

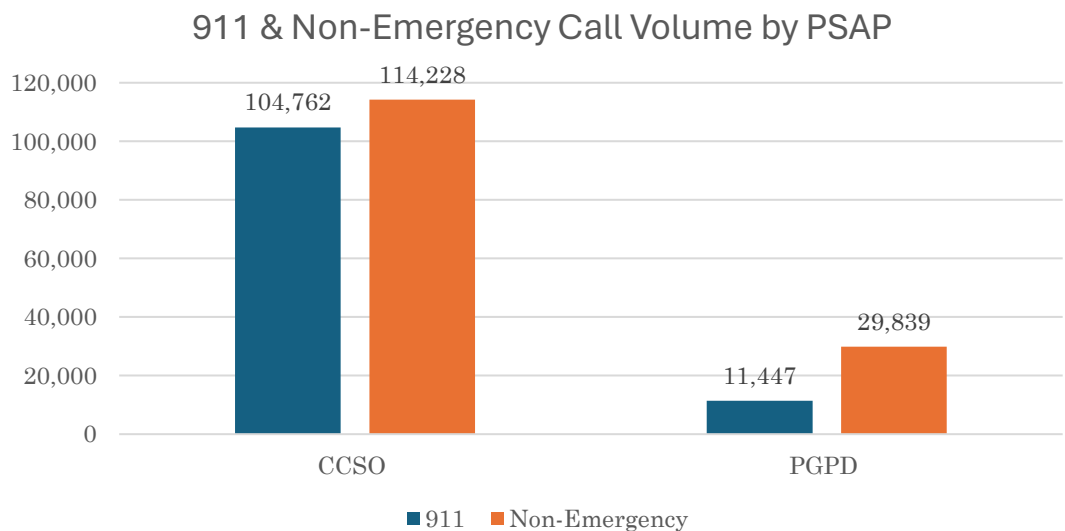
Figure 1



Telephone Call Volume (911 & Non-Emergency) by PSAP

Figure 2 presents emergency call data categorized by Public Safety Answering Point (PSAP). Each agency handles its non-emergency call volume differently. The Charlotte County Sheriff's Office operates a switchboard Monday-Friday where calls are directed through a primary non-emergency number. This facilitates the distribution of calls to relevant offices throughout the agency and PSAP during normal business hours. Conversely, the Punta Gorda Police Department's primary number connects directly to the PSAP, where calls are then routed to the appropriate offices or receive immediate dispatch.

Figure 2

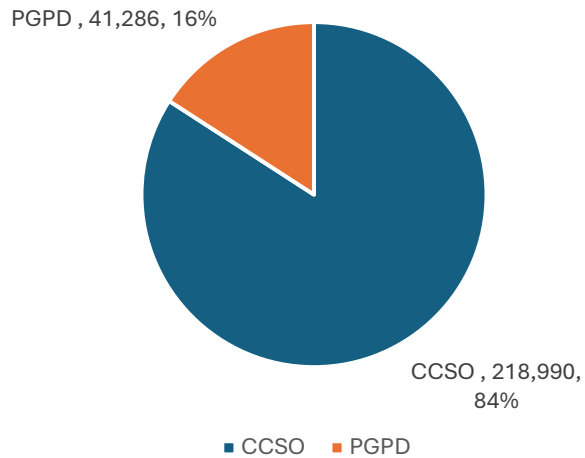


Percentage of Call Volume by PSAP

Figure 3 depicts the proportion of call volume by agency. Out of the total incoming call volume presented in Figure 1, the Charlotte County Sheriff's Office received 84% of the calls, while the Punta Gorda Police Department received 16%.

Figure 3

Percentage of Call Volume by Agency



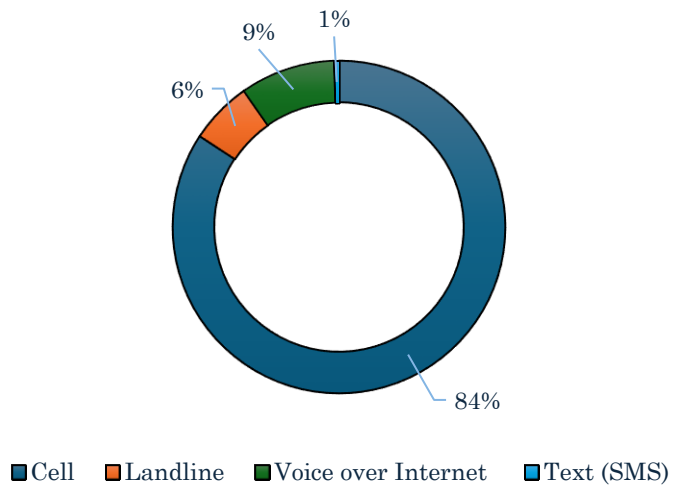
911 Call Delivery Type

Figure 4 illustrates the percentage of 911 calls received based on delivery type. Calls received through non-emergency lines cannot be reported in the same manner due to technological differences between non-emergency lines and 911. The industry has observed a decrease in wireline telephone calls, with voice-over-internet and cellular calls becoming more prevalent, particularly cellular calls. The shift from landline phones to cellular phones is attributed to the mobility advantages of cellular devices. When text to 911 was introduced to the industry concerns were raised about the potential frequency of Text to 911 calls; however, Text to 911 has turned out to represent only a small portion of the overall 911 calls

received. Data reported in Charlotte County is consistent with the nationally reported data from the 2021 National 911 Annual Report. ¹

Figure 4

911 Calls - Percentage by delivery type



911 Call Answering Requirements

In Florida, the Call Answering Standard outlined in Administrative Rule 60FF-6.005 mandates specific call answering times for 911 calls, with distinctions for voice and TTY calls. 911 calls received via Text (SMS) are not identified in the rule. Industry standards vary and don't differentiate between voice or other technologies used to receive 911 calls. While some counties have pushed for an

¹ (2021). (rep.). *National 911 Annual Report: 2021 Data* . [2021-911-Profile-Database-Report_FINAL.pdf](#)

update to align with pre industry norms, this change hasn't been implemented yet.

- Florida Administrative Rule 60FF-6.005 ²
 - 90% of voice calls “shall” be answered within 10 seconds.
 - 90% of TTY calls “shall” be answered within 20 seconds.

	CCSO	PGPD
Voice (90% within 10 seconds) “shall”	96.95%	98.91%
TTY (90% within 20 seconds) “shall”	100%	100%

- NENA Call Answering Standard (2020) ³
 - 90% of all 911 calls “shall” be answered within (15) seconds.
 - 95% of all 911 calls “should” be answered within (20) seconds.

² Florida Administrative Rule 60FF-6.005 Florida Emergency Communications Number E911 State Plan Technical and Operational Rule (2011). [60FF-6.005 : Florida Emergency Communications Number E911 State Plan Technical and Operations Rule - Florida Administrative Rules, Law, Code, Register - FAC, FAR, eRulemaking \(flrules.org\)](https://www.flrules.org/government/government_rule.asp?rule=60FF-6.005)

³ NENA Standard for 9-1-1 Call Processing. (2020, April 16). https://cdn.ymaws.com/www.nena.org/resource/resmgr/standards/nena-sta-020.1-2020_911_call.pdf

	CCSO	PGPD
All 911 (90% within 15 seconds) “shall”	99.12%	99.14%
All 911 (95% within 20 seconds) “should”	99.99%	99.82%

- NFPA 1225 Call Answering Standards (2022)⁴
 - 90% of events received on emergency lines “shall” be answered within (15) seconds.
 - 95% of events “shall” be answered within (20) seconds.

	CCSO	PGPD
All events on emergency lines (90% within 15 seconds) “shall”	99.12%	99.14%
All events (95% within 20 seconds) “should”	99.99%	99.82%

In 2023, both PSAPs have been able to meet Florida’s and industry required standards related to calls received on 911 emergency lines.

⁴ NFPA 1225 Standard for Emergency Services Communications . (2022).

Fiscal

Charlotte County 911 Fund

Counties receive monthly revenues to support the technical and operational function of 911. Surcharges applied to a user's phone service or prepaid purchase vary throughout the country. Florida ranks one of the lowest in the country for 911 fee rates with a nominal charge of .40 per line. Fees are collected by either the carriers for customers with service plans or at the point of sale for prepaid services and are provided to Florida Department of Management Services for administration of the fees. Counties receive monthly disbursements based on the number of subscribers in their area and any point-of-sale purchases. This revenue generating method does not account for those traveling to Florida where they become users of the local 911 Systems. Counties are permitted to expend funds on 911 related items and are outlined in Florida Statute 365.172

911 revenues and expenditures are calculated by county fiscal year and are provided in Figure 5 for Charlotte County's Fiscal Year 2023.

Figure 5

Revenues	
Monthly 911 Fee Revenue Disbursements	\$955,453.08
Grant Revenues (Actuals)	\$0.00
Special Disbursement	\$96,180.00
Misc Reimbursements	\$15,954.00
Interest/Investment	\$41,128.34
FY Adjustment	\$3,176.00
Total	\$1,111,891.42
Expenditures	
Salaries	\$315,654.00
Telephone Services	\$231,254.24

Repair and Maintenance	\$259,193.42
Equipment/Software	\$61,745.55
All Other	\$13,146.24
Total	(\$880,993.45)
FY 2023 Net Revenue	\$230,897.97

In FY 2023, a net revenue of \$230,897.97 was allocated to the existing 911 Fund Reserve account line, resulting in a starting balance of \$1,336,425.39 for FY 2024. This fund balance is projected to be utilized between 2024 and 2026 for various purposes, including the replacement of the 911 backup microwave system, procurement of PSAP furniture consoles, acquisition of new telephone system equipment, professional services associated with transitioning phone equipment to the new Charlotte County Sheriff’s Office administrative complex, and other anticipated and unforeseen expenses.

Florida State 911 Grant Funding

The Florida Emergency Communications Board allocates grant funding for the implementation of 911 systems. In fiscal year 2023, Charlotte County was granted \$3,299,983.24, covering five projects, two of which extend over a five-year period. These projects encompass the establishment of a Next Generation 911 Emergency Services IP Network (ESInet) and core services for call routing, GIS data repository, indoor mapping for schools and critical facilities, replacement of 911 phone equipment, and an upgrade to the tactical mapping program in the PSAPs. This funding ensures Charlotte County's alignment with state 911 initiatives outlined in the Florida Department of Management Services' 2023 Annual Report. ⁵ To qualify for the five-year grant awards, Charlotte County

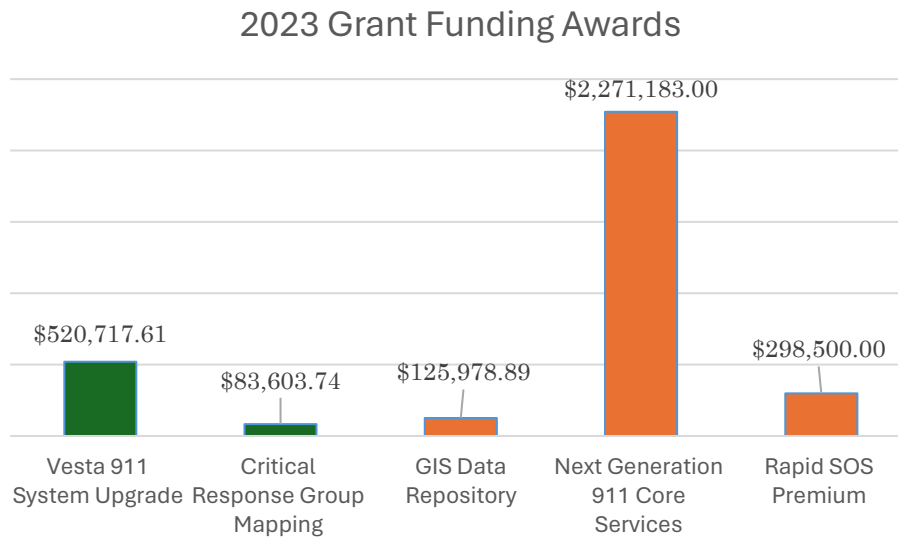
⁵ (2023). (rep.). *State of Florida Emergency Communications 2023 Annual Report* . [ECB 2023 AnnualReport 2-28-2024-final version.pdf \(ccplatform.net\)](https://www.ecbplatform.net/ECB%2023%20AnnualReport%202-28-2024-final%20version.pdf)

Board of County Commission joined the 911 Region 6 initiative by signing a Memorandum of Understanding with 12 counties that make up the region.

The 911 representatives from member counties in Region 6 regularly collaborate to facilitate the sharing of NG911 network and critical components and services. Their goal is to ensure the optimal routing of 911 calls, maximizing efficiency and effectiveness while also meeting the requirements for the (5) five-year state grant program.

Figure 6 presents the breakdown of the grant awards. Orange indicates those that qualified for the (5) years of funding due to being regional initiatives.

Figure 6



Charlotte County 911 Fund Annual Audit

According to Florida Statute 365.173, the 911 fund must be integrated into the county budget and subjected to the mandatory financial audit outlined in Florida Statute 218.39. Annually, the 911 Office collaborates with the Charlotte County Clerk's Office Internal Auditor to furnish documentation on randomly chosen expenditures made using 911 funds throughout the fiscal year. The 2023 Charlotte County Comprehensive Financial Annual Report

(CAFR)⁶ indicates that the Independent Auditor not only confirmed the county's adherence to local investment policy but also its compliance with the 911 requirements specified in Florida Statutes 365.172 and 365.173. The Florida Department of Management Services (DMS) as the Emergency Communications Board Oversight, requires the county's CAFR to be submitted each year for review by the Board.

**Report of Independent Accountant on Compliance with
Local Government Investment Policies and E911 Requirements of
Sections 365.172 and 365.173, Florida Statutes**

To the Honorable Board of County
Commissioners of Charlotte County, Florida

We have examined the Charlotte County, Florida's (the "County") compliance with the local government investment policy requirements of Section 218.415, Florida Statutes, and E911 requirements of Sections 365.172 and 365.173, Florida Statutes, during the year ended September 30, 2023. Management of the County is responsible for the County's compliance with the specified requirements. Our responsibility is to express an opinion on the County's compliance with the specified requirements based on our examination.

Our examination was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants. Those standards require that we plan and perform the examination to obtain reasonable assurance about whether the County complied, in all material respects, with the specified requirements referenced above. An examination involves performing procedures to obtain evidence about whether the County complied with the specified requirements. The nature, timing, and extent of the procedures selected depend on our judgement, including an assessment of the risks of material noncompliance, whether due to fraud or error. We believe the evidence obtained is sufficient and appropriate to provide a reasonable basis for our opinion.

We are required to be independent and to meet our other ethical responsibilities in accordance with relevant ethical requirements relating to the engagement.

Our examination does not provide a legal determination on the County's compliance with the specified requirements.

The purpose of this report is to comply with the audit requirements of Sections 218.415, 365.172, and 365.173, Florida Statutes, and Rules of the Auditor General.

In our opinion, the County complied, in all material respects, with the local investment policy requirements of Section 218.415, Florida Statutes, and E911 requirements of Sections 365.172 and 365.173, Florida Statutes, during the year ended September 30, 2023.

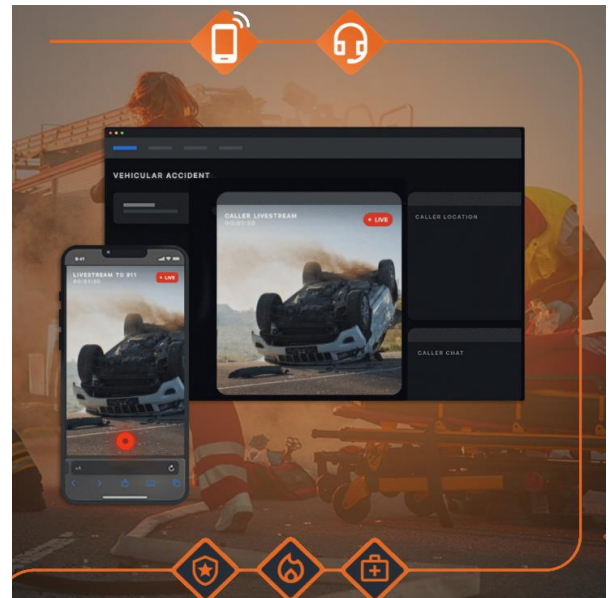
Cherry Bekaert LLP

Orlando, Florida
March 27, 2024

⁶ Clerk of the Circuit Court and Comptroller, Charlotte County FL. (2023). Annual Comprehensive Financial Report . [2023 Annual Comprehensive Financial Report \(charlotteclerk.com\)](https://charlotteclerk.com)

Additionally, efforts were concentrated on implementing the Prepared Live solution, enabling PSAP outbound text capabilities and accessing caller video and images. Both solutions are anticipated to be available in 2024, further enhancing emergency response capabilities in Charlotte County.

In addition to introducing new technology for optimal PSAP performance, continual maintenance of software and equipment is essential to uphold the functionality of PSAPs. By investing in regular maintenance and upgrades, PSAPs can enhance efficiency and optimize performance. In 2023, both PSAPs received an upgrade to their telephone equipment and software, ensuring they remain equipped with the latest tools to effectively handle emergency calls and respond to critical situations.



GIS

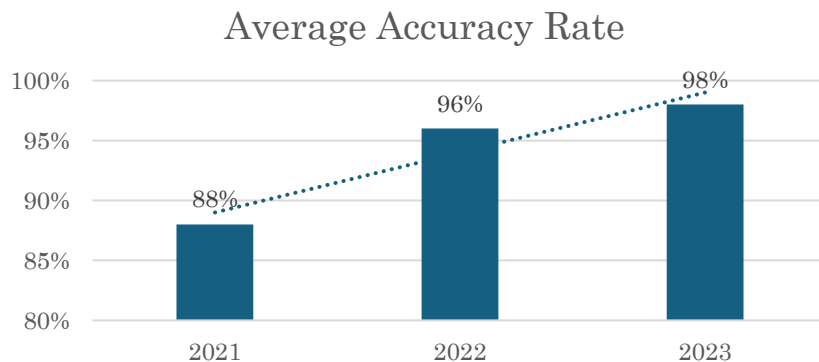
Precise Geographic Information Systems (GIS) Data is a prerequisite for the implementation of Next Generation 911 (NG911) location validation and call routing systems. Spatial GIS Data will play a vital role in NG911 by ensuring accurate routing of 911 calls to the appropriate Public Safety Answering Point (PSAP) based on the location transmitted with the call.

In 2020, Charlotte County 911 received a State 911 Grant totaling \$100,116.00 aimed at enhancing the GIS data for Charlotte County to align with the standards set forth in the National Emergency Number Association (NENA) GIS Data Model

Standard.⁷ This standard recommends that the Master Street Address Guide (MSAG) and GIS data achieve a match rate of 98% or higher. To facilitate this endeavor, the Charlotte County 911 Office engaged the services of Akimeka, an Information Technology company specializing in GIS data compliance audits, collection, analysis, correction, testing, and verification.

Through ongoing teamwork and collaboration among the 911 office, County GIS, and Addressing Departments, the recommended accuracy rate of 98% was achieved in 2023. These collaborative efforts were also mentioned in the 2023 Charlotte County Annual Report.⁸ Figure 7 illustrates the progress percentage over the past three years. These departments persist in their efforts to attain a 100% accuracy rate and sustain these high levels of precision as the county expands.

Figure 7



Legislation

⁸ (2023).(rep.). *Charlotte County, Florida Annual Report 2023*. [annual-report-2023.pdf \(charlottecountyfl.gov\)](https://www.charlottecountyfl.gov/annual-report-2023.pdf)

The 911 Office diligently monitors both Florida and national legislative developments concerning 911 services to keep stakeholders informed about any new laws or modifications to existing ones that could affect operations. This proactive approach ensures that Charlotte County remains abreast of legislative changes, allowing for timely adjustments to operational procedures as needed.

In 2023, Florida enacted several significant legislative changes relevant to emergency communications and response:

1. HB 1418: Emergency Communications

- Renamed the Florida E911 Board to the Emergency Communications Board and adjusted its structure.
- Modified the frequency of Emergency Communications Board Meetings.
- Revised the eligible types of emergency communications equipment and services for expenditure of funds from the 911 fee revenue.
- Eliminated the percentage of the 911 fund distributed to wireless providers.

2. HB 301 Emergency Response Mapping Data:

- Established a mapping data grant program within the Department of Education, including associated requirements.
- Imposed specific requirements concerning mapping data for certain entities and schools.

These legislative updates aimed to enhance emergency communication infrastructure, streamline governance practices, and improve access to critical mapping data for more effective emergency response efforts statewide. While HB 301 was geared toward school requirements, PSAPs too can benefit from the indoor mapping because of this legislation. In Charlotte County, both the 911 Office and Charlotte County Schools have been working together on this mapping initiative.

Public Education

The 911 Office is committed to enhancing public safety by educating Charlotte County residents about the 911 system, disseminating information, and promoting awareness of programs offered by the office. In 2023, the 911 Office participated in public education events such as Cops and Goblins, Citizen's Police Academy and Junior Law Academy, the CCSO Expo, and several private events at residential communities. Topics included the Red Dot Medical Information Program, basic overviews of the 911 system, its funding, and supplemental data sources.

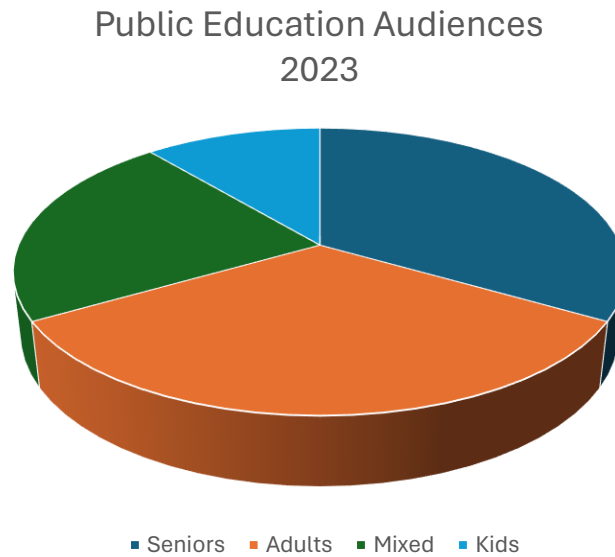
The 911 Office also regularly educates agency staff on the ever-increasing capabilities of new technologies as they are implemented. Members of the 911 Office presented to and performed live demonstrations for law enforcement personnel training classes on RapidSOS, What3Words, and Prepared Live.

As we continue to transition out of the pandemic era, it is the goal of the 911 Office to increase public education appearances, particularly with school-age children. A 2021 study conducted by the American Academy of Pediatrics revealed that 91% of elementary school-age children lacked the ability to reliably dial 911.⁹ This concerning statistic is largely attributed to the decline of landline telephones, which complicates the process of accessing emergency services. Among the topics to speak on with this demographic include dialing 911 on locked cell phones, recognizing when to call 911, and understanding the information needed to dispatch help.

Figure 8 indicates the audience demographic of all public education events the 911 Office participated in during the calendar year 2023.

⁹ *Pediatrics* (2021) 147 (4): e2020010520.
<https://doi.org/10.1542/peds.2020-010520>

Figure 8



Awards and Recognition

While all PSAP personnel have performed well above Florida and industry standards, there were several individuals who stood out in providing exceptional service to both callers and colleagues:

Charlotte County Sheriff's Office

On May 8, 2023, Operator Tracy Stealey answered a 911 call for a female in labor. During the initial call, the caller stated she would transport the female to the hospital herself and would call back if needed. Two minutes later, Operator Stealey recognized the phone number on 911 and answered it, already knowing the circumstances of the call. Upon Operator Stealey confirming she was speaking with the same person; the caller stated the baby was arriving. Operator

Stealey placed a call in CAD, and then launched and utilized her Emergency Medical Dispatch Protocol software. Operator Stealey gathered information and provided step by step instructions to the caller on how to assist with the patient's imminent birth of her child. A short 6 minutes later, a baby boy was born. Operator Stealey continued providing instructions to the caller for the newborn baby until paramedics could take over.

On June 13, 2023, Communications Squad B performed admirably during a period of extremely high-volume and distressing calls, ranging from an airplane crash, a gunshot wound, residential structure fire, missing person, a long fall through a roof, while simultaneously handling multiple traffic accidents and other calls for service. Communications Manager Melanie Bailey commended all individuals for their composure, teamwork, effective management of so many critical incidents, and high level of professionalism and dedication to public safety.

Punta Gorda Police Department

On December 12, 2023, Public Safety Telecommunicator Julia Tremblay was nominated for a Special Recognition Award for her consistency in providing exceptional customer service and performance of duties. Supervisor Audrey Denis commended her on meeting the goal of dispatching all Fire calls in under 60 seconds for the entire year, maintained an average of 91% of calls being answered and dispatched in under 60 seconds for 11 of 12 months. Outside of her normal duties, PST Tremblay has shown dedication to her continuing education by seeking out multiple training opportunities; from FEMA classes, to CIT Support, PowerPhone trainings, and many others.

Throughout 2023, Public Safety Telecommunicator Felicia Taylor assisted in the migration to eAgent 2.0. While performing her assigned duties, she attended meetings with FDLE, City of Punta Gorda IT, and leadership of the Support Services Division. PST Taylor converted old entry files in FCIC so that they would be compatible in the new system. She also made time to meet with each of her

colleagues to ensure they were familiar with the new system and that it was functioning correctly for them.

Contact Information



Laurie Anderson
911 Manager
Tel 941-575-5339
landerson@ccsofl.net