

**Michigan
Emergency Telephone Service Committee
(ETSC)**

**2000 Report
to the Michigan Legislature
on the
Implementation of Wireless E9-1-1**

P.A. 78, 79, 80, and 81 of 1999



April 30, 2000

Emergency Telephone Service Committee 2000 Report to the Michigan Legislature
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Table of Contents

Item	Page Number
ETSC Report: Status of Wireless E9-1-1 Implementation	3
A. Extent of emergency telephone service implementation in this state by CMRS suppliers under the wireless emergency service order and this act.	3
B. The actual costs incurred by PSAPs and CMRS suppliers in complying with the wireless emergency service order and this act.	3
C. The CMRS service charge required in Section 408 and a recommendation to change the service charge amount if needed to fund the costs of meeting the time frames in the wireless emergency service order and this act.	4
D. A description of any commercial applications developed as a result of implementing this act.	4
E. A detailed record of expenditures by each county relating to the implementation of the wireless emergency service order and this act.	4
Department of State Police Report	5
Department of Treasury Report	6
County Certification List	7
P.A. 78 of 1999	8 – 12
1999-2000 ETSC Meeting Minutes	13 – 32
Committee Membership Listing	33
Subcommittee Listings	34 – 35
Appendix A – March 14, 2000 letter to CMRS providers requesting information for the 2000 Annual Report	36
Appendix B – March 20, 2000 letter to CMRS providers; guidelines for submission of invoices; CMRS Subcommittee Rules of Order	37 – 39
Appendix C – States with 9-1-1 Wireless Surcharges	40
Appendix D – Certification letters to counties	41

**Emergency Telephone Service Committee
2000 Report to the Michigan Legislature**

STATUS OF WIRELESS E9-1-1 IMPLEMENTATION

Since passage of P.A. 78, 79, 80, and 81 last June, the ETSC has been working to build the foundation for implementing wireless enhanced 9-1-1 service in Michigan. Subcommittees on Policy, Wireless Implementation, Commercial Mobile Radio Service (CMRS), and Training have been established to provide guidance to the Committee, the public safety community, and the wireless industry throughout this process.

To date, seven counties have implemented Phase I wireless E9-1-1 service. Much work remains to be done. Collection of fees from CMRS suppliers began in February of this year. First quarter collections total nearly \$3 million. Payment in the amount of approximately \$1.3 million will be divided among the 82 eligible counties as set forth in P.A. 78 and will be distributed on or around May 31, 2000, pending passage of the necessary supplemental legislation. Procedures have been developed for quarterly reimbursements to CMRS providers.

P.A. 78 of 1999, Section 412 (1) states: **The committee shall conduct and complete a cost study and make a report on the service charge required in section 408 not later than April 30, 2000, and August 30 annually after 2000. The report of the study shall include at a minimum all of the following:**

A. The extent of emergency telephone service implementation in this state by CMRS suppliers under the wireless emergency service order and this act.

To date, seven Michigan counties have implemented Phase I wireless 9-1-1: Otsego, Crawford, Alpena, Alcona, Montmorency, Oscoda, and Presque Isle. The CMRS provider that implemented this service is R.F.B. Cellular-CellOne of Gaylord.

The ETSC Wireless Implementation Subcommittee is working to develop a statewide implementation schedule. The Subcommittee is drafting a model letter for PSAPs (primary public safety answering points) to use when requesting Phase I service from providers within their area. The Michigan Communications Directors Association has volunteered its services to assist PSAPs in this process.

B. The actual costs incurred by PSAPs and CMRS suppliers in complying with the wireless emergency service order and this act.

The PSAPs in Otsego, Crawford, Alpena, Alcona, Montmorency, Oscoda, and Presque Isle had software and hardware configuration Phase I ready. The counties listed below are also Phase I ready:

Branch	Montcalm
Cass	Muskegon
Clinton	Roscommon
Gratiot	Shiawassee
Isabella	St. Joseph
Lenawee	Van Bureau
Mason-Oceana	

Those counties which have purchased upgraded technology did so in preparation for both Y2K and Phase I. It is impossible to determine what portion of the expense can be directly related to Phase I.

As of April 30, 2000, no funds have been disbursed to counties or CMRS providers.

The ETSC Wireless Implementation Subcommittee is charged with assisting counties and PSAPs determine the exact requirements to implement the terms of this order. Implementation costs for Phase I have yet to be determined. This Subcommittee will continue its work to determine the impact of implementing Phase II requirements.

On March 14, 2000, the ETSC sent a letter to all known CMRS suppliers believed to be doing business in Michigan requesting information for this report (Appendix A). To date, no actual cost information has been submitted to the ETSC.

On March 20, 2000, guidelines for submission of CMRS invoices for reimbursement were mailed to all known CMRS providers (Appendix B). As of this date, no invoices have been submitted for reimbursement.

C. The service charge required in section 408 and a recommendation to change the service charge amount if needed to fund the costs of meeting the time frames in the wireless emergency service order and this act.

The remittance of funds to the Michigan Department of Treasury was implemented in February 2000. Letters were sent to each known CMRS provider to support electronic deposits.

This complex program is still in the very early stages of implementation and it is too soon to determine whether the service charge amount is appropriate. It is the recommendation of the Emergency Telephone Service Committee that the current monthly surcharge on each wireless account be maintained at the current amount of \$.55.

Attached is a summary of states with wireless E9-1-1 surcharges (Appendix C).

D. A description of any commercial applications developed as a result of implementing this act.

On March 14, 2000, a letter was sent to all known CMRS providers in Michigan requesting information regarding any commercial applications developed as a result of this Act (Appendix A). To date, no information has been provided. It is believed that no commercial applications have yet been developed as a result of the implementation of Phase I.

E. A detailed record of expenditures by each county relating to the implementation of the wireless emergency service order and this act.

As of April 30, 2000, no money has been distributed to the counties, therefore, none has been expended.

**Emergency Telephone Service Committee
2000 Report to the Michigan Legislature**

**DEPARTMENT OF STATE POLICE
REPORT**

The Department of State Police is responsible for providing staff assistance to the Emergency Telephone Service Committee as necessary to carry out the Committee's duties. This function is housed within the department's Uniform Services Bureau (USB) Administrative Section. The USB office serves as the central point of contact for all questions and inquiries regarding the ETSC and its functions.

The Uniform Services Bureau commander serves as the State Police representative to the ETSC. This representative currently serves as the committee chair and chairs the Legislative Action and CMRS subcommittees. USB staff members have regular contact with representatives from the Attorney General's office and the Department of Treasury to discuss issues relevant to wireless E9-1-1 implementation. These contacts have proven extremely valuable to the State Police staff as it assists the Committee work through the implementation of this new legislation.

In accordance with P.A. 78, before CMRS invoices are reviewed by the CMRS Subcommittee, the Department of State Police staff must remove all information that identifies the CMRS supplier submitting the invoice. Internal procedures are being developed to track invoices as they are received and reviewed by the CMRS Subcommittee and ETSC.

USB has established a listing of individuals interested in ETSC issues. Regular mailings are sent in an effort to keep those interested parties informed of ETSC activities. Earlier this year, a web site (www.msp.state.mi.us/division/MI911/index.htm) was launched in an effort to make information regarding the Committee more readily accessible to all interested parties.

**Emergency Telephone Service Committee
2000 Report to the Michigan Legislature**

DEPARTMENT OF TREASURY REPORT

The Department of Treasury is responsible for the financial administration of this program. Financial administration tasks include processing payments received from the CMRS suppliers; making distributions to the counties, CMRS suppliers, and the primary public safety answering points (PSAPs) as directed by the ETSC; and accounting for these transactions.

The Office of Revenue and Tax Analysis (ORTA) has attempted to identify the CMRS suppliers or resellers that had customers conducting business in Michigan. This effort was made more difficult by the fact that cell phone providers are not licensed by the Michigan Public Service Commission, but by the Federal Communications Commission (FCC). The FCC auctions blocks of frequencies and investors purchase these frequencies sometimes for speculation. The purchaser of the block then has an FCC license. Not all owners of the FCC licenses actually provide cell phone services. Some FCC license holders are giving up their licenses and their frequency block will then be auctioned again this coming June. The effort to identify a CMRS is also complicated because CMRS suppliers/resellers are constantly merging or being acquired by another company. As of April 2000, we have identified 38 CMRS suppliers/resellers operating in Michigan.

After identifying the appropriate CMRS suppliers/resellers, letters were sent to inform them of the public act and instruct them on how to start remitting payments. ORTA worked with Receipts Processing Division within Treasury and Bank One to process the EFT payments from the CMRS.

By February 28, 2000, Treasury started receiving payments, and \$2 million was received in February, with almost another \$1 million received the first few days of March. This amount of collections is more than we normally expect to receive in April and May because the first payment period covered five CMRS billing months from August to December 1999. The May payment will cover three CMRS billing months from January to March 2000.

Treasury's Budget and Accounting Division and the DMB Office of Financial Management have set up five accounts for the deposit of receipts. Treasury's Bureau of Investments will invest the account balances as part of the State's common cash fund.

The system to record the payments received and make disbursements is a modification to the State Revenue Sharing system. The payment receipt portion was in place before the February 28, 2000, deadline. Treasury's Information Systems Technology Division is working to have the disbursement process available by May 15 to make the distributions to the counties.

Treasury has received 51 letters from counties stating they have been certified by the Emergency Telephone Service Committee as eligible to receive funds from the CMRS Emergency Telephone Fund. It is our understanding that 82 counties have been certified and we will need to receive the additional 31 letters before the May 31 payment to counties is made.

Contact: Connie Ross (517) 373-2697 rosscl@state.mi.us

Emergency Telephone Service Committee 2000 Report to the Michigan Legislature COUNTY CERTIFICATION LIST
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On March 15, 2000, the Emergency Telephone Service Committee voted to certify the following counties as eligible to receive funds for the first year of distribution:

Alcona	Hillsdale	Monroe
Alger	Houghton	Montcalm
Allegan	Huron	Montmorency
Alpena	Ingham	Muskegon
Antrim	Ionia	Newaygo
Arenac	Iosco	Oakland
Baraga	Iron	Oceana
Barry	Isabella	Ogemaw
Bay	Jackson	Ontonagon*
Benzie	Kalamazoo	Osceola
Berrien	Kalkaska	Oscoda
Branch	Kent	Otsego
Calhoun	Keweenaw	Ottawa
Cass	Lake	Presque Isle
Charlevoix	Lapeer	Roscommon
Cheboygan	Leelanau	Saginaw
Chippewa	Lenawee	Saint Clair
Clare	Livingston	Saint Joseph
Clinton	Luce	Sanilac
Crawford	Mackinac	Schoolcraft
Delta	Macomb	Shiawasee
Dickinson	Manistee	Tuscola
Eaton	Marquette	Van Buren
Emmet	Mason	Washtenaw
Genesee	Mecosta	Wayne
Gladwin	Menominee	Wexford
Grand Traverse	Midland	
Gratiot	Missaukee	

*Ontonagon County was certified as eligible, contingent upon their submission of a final 9-1-1 plan to the ETSC no later than May 10, 2000.

Gogebic County does not have a final 9-1-1 plan in place and does not expect to have one by the May 10, 2000, deadline for submission. It is the only Michigan county not certified as eligible to receive funds this first year.

On March 28, 2000, counties were advised by letter of their certification status (Appendix D). Each certified county interested in receiving funds was instructed to submit a written request to the Department of Treasury by April 30, 2000. All counties were also advised that, in order to be certified as eligible to receive funds in the second and subsequent years, a county must have in place a final 9-1-1 service plan that includes implementation and compliance with the emergency telephone service order and 1986 P.A. 32, as amended.

**Emergency Telephone Service Committee
2000 Report to the Michigan Legislature**

P.A. 78 of 1999

Public Acts of 1999
Approved by the Governor
June 28, 1999
Filed with the Secretary of State
June 28, 1999
EFFECTIVE DATE: June 28, 1999
STATE OF MICHIGAN
90TH LEGISLATURE
REGULAR SESSION OF 1999

Introduced by Reps. Scranton, DeHart, Birkholz, Howell, LaSata, Garcia, Caul, Middaugh and Bovin

ENROLLED HOUSE BILL No. 4658

AN ACT to amend 1986 PA 32, entitled "An act to provide for the establishment of emergency telephone districts; to provide for the installation, operation, modification, and maintenance of universal emergency number service systems; to provide for the imposition and collection of certain charges; to provide the powers and duties of certain state agencies, local units of government, public officers, telephone service suppliers, and others; to create an emergency telephone service committee; to provide remedies; to provide penalties; and to repeal certain parts of this act on specific dates," by amending section 201 (MCL 484.1201), as amended by 1994 PA 29, and by adding sections 407, 408, 409, 410, 411, and 412; and to repeal acts and parts of acts.

The People of the State of Michigan enact:

Sec. 201. Except as provided in sections 407 to 412, a universal emergency number service system shall not be implemented pursuant to this act unless a tariff exists for each service supplier designated by the final 9-1-1 service plan to provide 9-1-1 service in the universal emergency number system.

Sec. 407. (1) The CMRS emergency telephone fund is created within the state treasury to provide money to implement the wireless emergency service order and this act.

(2) The state treasurer may receive money or other assets from any source for deposit into the fund. Money may be deposited into the fund by electronic funds transfer. The state treasurer shall direct the investment of the fund. The state treasurer shall credit to the fund interest and earnings from fund investments. The state treasurer shall establish restricted subaccounts within the fund for each of the categories listed in section 409(1)(a) to (e).

(3) Money in the fund at the close of the fiscal year shall remain in the fund and shall not lapse to the general fund.

(4) The department of treasury shall expend money from the fund, upon appropriation, only as provided in this act. The disbursement of money may be by electronic funds transfer.

(5) The auditor general shall audit the fund at least annually.

Sec. 408. (1) Until 2 years after the effective date of this section, a CMRS supplier or a reseller shall include a service charge of 55 cents per month for each CMRS connection that has a billing address in this state. Beginning 2 years after the effective date of this section, a CMRS supplier or a reseller shall include a service charge of 52 cents per month for each CMRS connection that has a billing address in this state. The CMRS supplier or reseller shall list the service charge as a separate line item on each bill. The service charge shall be listed on the bill as the "emergency 9-1-1 charge".

(2) Except as provided in this section, the money collected as the service charge under subsection (1) shall be deposited in the CMRS emergency telephone fund created in section 407 not later than 30 days after the end of the quarter in which the service charge was collected.

(3) From each service charge billed under subsection (1), each CMRS supplier or reseller who billed the customer shall retain 1/2 of 1 cent to cover the costs of billing and collection as the only reimbursement from this charge for billing and collection costs.

(4) A CMRS supplier or reseller is not liable for an uncollected service charge billed under subsection (1) for which the CMRS supplier or reseller has billed the CMRS user. If only a partial payment of a bill is received by a CMRS supplier or reseller, the CMRS supplier or reseller shall credit the amount received as follows in priority order:

(a) For services provided.

(b) For the reimbursement under subsection (3).

(c) For the balance of the service charge.

(5) Amounts received under subsection (4)(c) shall be forwarded to the CMRS emergency telephone fund created in section 407. Any uncollected portion of the service charge that is not received shall be billed on subsequent billings and, upon receipt, amounts in excess of the reimbursement under subsection (3) shall be forwarded to the CMRS emergency telephone fund created in section 407. The service charge paid by a CMRS user is not subject to a state or local tax.

(6) A CMRS supplier or reseller shall implement the billing provisions of this section not later than 120 days after the effective date of this section.

Sec. 409. (1) All money collected and deposited in the CMRS emergency telephone fund created in section 407 shall be distributed as follows:

(a) Twenty-five cents of each monthly service charge collected under section 408 shall be disbursed to reimburse CMRS suppliers licensed by the federal communications commission for providing and installing equipment that implements the wireless emergency service order and this act.

(b) Except as provided in subsection (4), 10 cents of each monthly service charge collected under section 408 shall be disbursed equally to each county that has a final 9-1-1 plan in place that includes implementing the wireless emergency service order and this act. Money received by a county under this subdivision shall only be used to implement the wireless emergency service order and this act. Money expended under this subdivision for a purpose considered unnecessary or unreasonable by the committee or the auditor general to implement the wireless emergency service order and this act shall be repaid to the fund.

(c) Except as provided in subsection (4), 15 cents of each monthly service charge collected under section 408 shall be disbursed on a per capita basis to each county that has a final 9-1-1 plan in place that includes implementing the wireless emergency service order and this act. The committee shall certify to the department of treasury annually which counties have a final 9-1-1 plan in place. The most recent census conducted by the United States census bureau shall be used to determine the population of each county in determining the per capita basis in this subdivision. Money received by a county under this subdivision shall only be used to implement the wireless emergency service order and this act. Money expended under this subdivision for a purpose considered unnecessary or unreasonable by the committee or the auditor general to implement the wireless emergency service order and this act shall be repaid to the fund.

(d) One and one-half cents of each monthly service charge collected under section 408 shall be available to PSAPs for training personnel assigned to 9-1-1 centers. A written request for money from the fund shall be made by a public safety agency or county to the committee. The committee shall semiannually authorize distribution of money from the fund to eligible public safety agencies or counties. A public safety agency or county that receives money under this subdivision shall

create, maintain, and make available to the committee upon request a detailed record of expenditures relating to the preparation, administration, and carrying out of activities of its 9-1-1 training program. Money expended by an eligible public safety agency or county for a purpose considered unnecessary or unreasonable by the committee or the auditor general shall be repaid to the fund. Money shall be disbursed to an eligible public safety agency or county for training of PSAP personnel through courses certified by the commission on law enforcement standards only for either of the following purposes:

(i) To provide basic 9-1-1 operations training.

(ii) To provide in-service training to employees engaged in 9-1-1 service.

(e) Until 2 years after the effective date of this section, three cents of each monthly service charge collected under section 408 shall be used by the department of state police to fund priority issues of 9-1-1 coverage. The department of state police shall annually prepare a list of projects in priority order that the department of state police recommends for funding under this subdivision. The legislature shall annually approve these projects by law. If a project provides infrastructure or equipment for use by CMRS suppliers, the department of state police shall charge a reasonable fee for use of the infrastructure or equipment. Fees collected under this subdivision shall be deposited in the fund and used for the purposes of this subdivision.

(2) Money received by a county under subsection (1)(b) and (c) shall be distributed by the county to the primary PSAPs geographically located within the 9-1-1 service district by 1 of the following methods:

(a) As provided in the final 9-1-1 service plan.

(b) If distribution is not provided for in the 9-1-1 service plan under subdivision (a), then according to any agreement for distribution between a county and a public agency.

(c) If distribution is not provided for in the 9-1-1 service plan under subdivision (a) or by agreement between the county and public agency under subdivision (b), then according to the population within the geographic area for which the PSAP serves as primary PSAP.

(d) If a county has multiple emergency telephone districts, money for that county shall be distributed as provided in the emergency telephone districts' final 9-1-1 service plans.

(3) If a county with a final 9-1-1 plan in place does not accept 9-1-1 calls through the direct dispatch method, relay method, or transfer method from a CMRS user, the revenues available to the county under subsection (1) shall be disbursed to the public agency or county responsible for accepting and responding to those calls.

(4) Beginning 1 year after the effective date of this section, a county is not eligible to receive disbursements under subsection (1)(b) or (c) unless the county is in compliance with the wireless emergency service order and this act.

Sec. 410. (1) The committee shall appoint a subcommittee to review expenditures from the CMRS emergency telephone fund created in section 407. The subcommittee shall consist of the member of the committee representing the department of state police provided for in section 712, who shall be the chairperson of the subcommittee, and all of the following:

(a) The member of the committee who represents a commercial mobile radio service as provided for in section 713(1).

(b) One member of the committee who represents a public safety agency who is not associated with the service supplier industry.

(c) The member of the committee who represents the Michigan association of counties as appointed under section 713(1).

(d) One member appointed by the chairperson of the committee who represents the commercial mobile radio service industry but who is not a member of the committee.

(2) A majority of the members of the subcommittee created under subsection (1) constitute a quorum for the purpose of conducting business and exercising the powers of the subcommittee. Official action of the subcommittee may be taken upon a vote of a majority of the subcommittee members. The chairperson of the subcommittee shall not have a vote unless the other members of the subcommittee cast a tie vote.

(3) The subcommittee created in subsection (1) shall review invoices submitted by CMRS suppliers for reimbursement from the CMRS emergency telephone fund created in section 407 in accordance with the wireless emergency service order and this act and shall make recommendations to the committee regarding approval or disapproval of payment on the invoice. The subcommittee may recommend to the committee approval of payment of an expense of a CMRS supplier before the expense is incurred. Before review by the subcommittee, the staff assigned by the department of state police to assist the committee, as provided for under section 714, shall remove all information that identifies the CMRS supplier submitting the invoice. The subcommittee shall review the validity of the invoices and recommend approval or disapproval to the committee. Upon receipt of recommendations from the subcommittee, the committee shall review and approve or disapprove the invoices and authorize payment of approved invoices.

(4) An invoice shall not be approved for payment of either of the following:

(a) An expense that is not related to complying with the wireless emergency service order and this act.

(b) An expense that exceeds 125% of the CMRS emergency telephone charges submitted by a CMRS supplier unless the expense was recommended for approval by the subcommittee created in subsection (1) before the expense was incurred.

(5) Notwithstanding section 716, specific information submitted by a CMRS supplier under this section is exempt from the freedom of information act, 1976 PA 442, MCL 15.231 to 15.246, and shall not be released by the chairperson or any member of the committee or their staff without the permission of the CMRS supplier that submitted the information. However, information submitted by CMRS suppliers under this section may be released in the aggregate if the number of CMRS users or the expenses and revenues of a CMRS supplier cannot be identified.

Sec. 411. (1) A CMRS supplier may use money received from the CMRS emergency telephone fund created in section 407 for monthly recurring costs, start-up costs, and nonrecurring costs associated with installation, service, software, and hardware necessary to comply with the wireless emergency service order and this act.

(2) If the total amount from the invoices approved for payment under section 410 exceeds the amount remaining in the CMRS emergency telephone fund created in section 407 in any quarter, all CMRS suppliers that have submitted invoices and that are approved by the committee to receive payment shall receive a pro rata share of the money in the fund that is available in that quarter. Any unpaid balance shall be carried over to the following quarter until all of the approved payments are made.

Sec. 412. (1) The committee shall conduct and complete a cost study and make a report on the service charge required in section 408 not later than April 30, 2000, and August 30 annually after 2000. The report of the study shall include at a minimum all of the following:

(a) The extent of emergency telephone service implementation in this state by CMRS suppliers under the wireless emergency service order and this act.

(b) The actual costs incurred by PSAPs and CMRS suppliers in complying with the wireless emergency service order and this act.

(c) The service charge required in section 408 and a recommendation to change the service charge amount if needed to fund the costs of meeting the time frames in the wireless emergency service order and this act.

(d) A description of any commercial applications developed as a result of implementing this act.

(e) A detailed record of expenditures by each county relating to the implementation of the wireless emergency service order and this act.

(2) The committee shall deliver the report of the study prepared under subsection (1) to the secretary of the senate, the clerk of the house of representatives, and the standing committees of the senate and house of representatives having jurisdiction over issues pertaining to telecommunication technology.

(3) Upon receipt of the report, the legislature must consider the findings of the report and determine whether an adjustment to the fee is necessary.

Enacting section 1. Section 408 of the emergency telephone service enabling act, 1986 PA 32, MCL 484.1408, as added by this amendatory act, is repealed effective January 1, 2004.

Enacting section 2. This amendatory act does not take effect unless all of the following bills of the 90th Legislature are enacted into law:

(a) House Bill No. 4659.

(b) Senate Bill No. 492.

(c) Senate Bill No. 493.

This act is ordered to take immediate effect.

Clerk of the House of Representatives

Secretary of the Senate

Approved,

Governor

**Emergency Telephone Service Committee
2000 Report to the Michigan Legislature
1999-2000 MEETING MINUTES**

October 22, 1999 Minutes

Approved by the ETSC at its January 19, 2000 Meeting

held at University Park Conference Center, Comfort Inn
Mt. Pleasant, Michigan

MEMBERS PRESENT	REPRESENTING
Mr. Don Adams	Michigan Association of Ambulance Services
Tpr. David DeVries	Michigan State Police Troopers Association
Sheriff Richard Germond	Michigan Sheriffs' Association
Ms. Suzan Hensel	Association of Public Safety Communications Officials
Mr. Paul Hufnagel	Michigan Professional Firefighters Union
Lt. Jim Hull	Deputy Sheriffs' Association
Mr. John Hunt	Public Member, Governor Appointed
Mr. Don Jensen	Michigan Association of Counties
Lt. Col. Stephen Madden	Department of State Police
Mr. Nathan McClure	National Emergency Number Association
Mr. Charles Nystrom	Public Member, House Appointed
Mr. John Patrick	Department of Consumer and Industry Services
Mr. Robert Reynolds	Telecommunications Association of Michigan
Chief Fred Rogers	Michigan Association of Chiefs of Police
Ms. Christina Russell	Michigan Communications Directors Association
Mr. Robert Struck	UP Emergency Medical Service Corp.
Mr. Scott Temple	Commercial Mobile Radio Service
Chief Paul Trinka	Michigan Association of Fire Chiefs
Ms. Marjorie Wilder, representing Ms. Marilyn Moore	Michigan Public Service Commission

MEMBERS ABSENT	REPRESENTING
Mr. John Buczek	Fraternal Order of Police
Awaiting appointment	Public Member, Senate Appointed

The Emergency Telephone Service Committee was reestablished through passage of P.A. 79 of 1999. New members to the committee include the Commercial Mobile Radio Service and the Michigan Association of Ambulance Services. This first meeting of the new committee was convened by Lt. Colonel Madden at 10:00 a.m.

ELECTION OF CHAIR AND VICE CHAIR

MOTION by Mr. Nathan McClure to elect Lt. Col. Steve Madden as ETSC chair. MOTION CARRIED.

MOTION by Mr. Charles Nystrom to elect Sheriff Richard Germond as ETSC vice chair. MOTION CARRIED.

SUBCOMMITTEE UPDATES

A. LEGISLATIVE ACTION SUBCOMMITTEE REPORT

The Legislative Action Subcommittee was successful in its efforts to gain passage of House Bills 4658 and 4659 and Senate Bills 492 and 493. Governor Engler signed the four-bill package on June 28, 1999. Lt. Colonel Madden thanked all those who participated in this effort. Discussion regarding implementation of the 1999 wireless E9-1-1 legislation is detailed later in these minutes. The Legislative Action Subcommittee will be continued and may be asked to assist in developing the annual report to the Legislature on wireless 9-1-1 fees.

B. RESOURCE (CALL) MANAGEMENT SUBCOMMITTEE REPORT

This subcommittee has not met since the last ETSC Meeting. It was decided the subcommittee should remain active and Tpr. David DeVries will continue as its chair. Sheriff Germond volunteered to serve on the subcommittee, expressing his belief that this is a local issue and any decisions should be made at the local level. While the ETSC has no regulatory authority, it can provide models or suggested policies for counties and dispatch centers. It is hoped this subcommittee can work on philosophical issues from different departments, bringing them closer together. Other individuals interested in serving on the subcommittee are asked to contact Ms. Linda Cwiek.

C. EMERGING TECHNOLOGY SUBCOMMITTEE -- 9-1-1 CALL PROCESS TIMING REPORT

Mr. Harvey Becker summarized the 9-1-1 Call Process Timing Report. The subcommittee identified a group of sites for testing that are representative of all network designs and network configurations in the state. Call timing was measured from the time the last digit ("1") was dialed until the call was delivered to the PSAP DEMARC. Each PSAP manager was actively involved in the testing process. The fastest delivery time was recorded at 2.5 seconds and the longest was 7.4 seconds. While there may be some anomalies, subcommittee members are satisfied that these test results represent the norm statewide. Since the purpose of this testing was to review service supplier responsibilities, no review was made of PSAP equipment. It may be necessary for some PSAPs to upgrade their Enhanced 911 equipment to utilize the networks to their fullest extent.

Mr. Todd, Director of Ottawa County Central Dispatch, reported that these test results are not representative of his county as they routinely experience delivery times longer than 7.4 seconds. His Board has charged him with investigating this concern. Mr. Becker suggested the subcommittee visit Ottawa County to conduct additional testing.

Vendors are working to address call process timing through technology enhancements. Those areas of the state that are experiencing longer than normal processing times can look at the sites used in this test for model standards.

Chief Rogers asked to receive a copy of the protocols used in this testing so he can compare them with the current process in Niles. This information will be obtained from Mr. Dave Green, GTE, for distribution at the next ETSC Meeting.

ACTION

ISSUE – ETSC MISSION, BYLAWS, AND GOALS

The ETSC currently has no Mission Statement, and its bylaws and goals are in need of revision to reflect the committee's changing role. A draft copy of updated bylaws was provided to committee members for their review and approval. It was asked whether a committee member can delegate his or her vote to an alternate who has been selected to attend a committee meeting on his/her behalf. Only those members appointed under Section 713(1)(l) [public members appointed by the Governor, Senate, and House] are prohibited from delegating their vote. MOTION by Sheriff Germond to adopt the bylaws as updated. MOTION CARRIED.

A Policy Subcommittee will be established to draft a Mission Statement and update the committee's goals.

ISSUE – ETSC ANNUAL REPORT/WEB SITE

MSP administrative staff is working to create a web site for the ETSC. Committee members were provided with draft pages and asked to advise Ms. Linda Cwiek of any changes or additions they would like to see made before it is launched. This web site will contain information similar to that included in the ETSC Annual Report.

ISSUE – IMPLEMENTATION OF WIRELESS LEGISLATION

1. MSP UPDATE REPORT

Discussions are underway between the Departments of State Police and Treasury regarding the process for fee collection and distribution. Cellular companies have until late October 1999 to begin collecting fees. The companies collect fees for one quarter, then have 30 days to submit them to Treasury.

Under P.A. 78, the Michigan State Police has responsibility for preparing a prioritized list of projects it recommends be funded with the \$.03 portion. MSP will request input from the ETSC and its interested parties. The Legislature has final approval in expenditure of these funds.

Counties must carefully account for the expenditure of their wireless funds as detailed information will be required from them for inclusion in the annual report to the Legislature.

At the direction of the ETSC, letters of thanks will be sent to each Legislator who voted in support of the 1999 wireless E9-1-1 legislation. The letters will be signed by the ETSC Chair and Vice Chair on behalf of the entire committee.

2. MISUSE OF 9-1-1

With passage of P.A. 80 of 1999, effective October 27, 1999, a person convicted of knowingly misusing 9-1-1 is guilty of a misdemeanor for the first offense and a felony for second and subsequent offenses. Some public safety personnel dial 9-1-1 from their cellular phones and ask to be transferred to other numbers to avoid phone charges. P.A. 80 prohibits this activity. Lt. Colonel Madden has instructed his work site commanders to advise their officers of this new law. Other law enforcement agencies are encouraged to do the same. Dispatchers should refuse to accept calls from individuals asking to be transferred to administrative numbers; repeated offenses by the same individual should be reported to the dispatch center director and the offending individual's employer.

Chief Rogers reported that Niles has a toll free number employees can dial. There is no cost for internal calls, other than normal cellular phone charges for minutes. Ms. Dawn Adams, Tuscola County 9-1-1 Director, advised that a cellular provider in their county has given them a special number for their use internally. The company provides her with a monthly usage report to ensure the service is being used appropriately.

Mr. Todd requested the committee address the overall use of 9-1-1. Ottawa County has chosen to encourage its citizens to use 9-1-1 for any police, fire, or ambulance response. The County has been advised by the Department of Consumer and Industry Services that they are in violation of the Act by using this "response" philosophy. This matter will be referred to the Policy Subcommittee.

Mr. Hufnagel questioned the policy of some HMOs that requires their members to call the HMO first to get permission before dialing 9-1-1 in an emergency. This issue may be more appropriately addressed by the Insurance Commission. It was suggested that the Michigan Association of Ambulance Services take a leadership role in this matter, with the ETSC serving in a support position.

3. SELECTION OF CMRS SUBCOMMITTEE MEMBERS

The CMRS Subcommittee is comprised of the following individuals:

- MSP representative to the ETSC; serves as chair (*Lt. Col. Steve Madden*)
- CMRS representative to the ETSC (*Mr. Scott Temple*)
- Michigan Association of Counties representative to the ETSC (*Mr. Don Jensen*)
- ETSC member who represents a public safety agency who is not associated with the service supplier industry (*to be appointed by the Committee*)
- CMRS representative who is not a member of the ETSC (*to be appointed by the ETSC Chair*)

CMRS representatives who are eligible and interested in serving on this subcommittee are asked to provide a letter of interest and resume to Ms. Linda Cwiek by Friday, December 17, 1999. Lt. Colonel Madden will make this appointment prior to the next ETSC meeting.

ETSC members who are eligible and interested in serving on this subcommittee are asked to contact Ms. Linda Cwiek. The committee will vote on this appointment at its next ETSC meeting.

4. TRAINING FUND/MINIMUM STANDARDS FOR DISPATCHERS

There are many unresolved issues regarding dispatcher training and certification. Mr. Todd advised that there is an initiative underway at the national level to set federal standards. Those states that have already adopted state training standards may be grandfathered in. Those states that have not may be required to adopt the federal standards. Currently, 26 states have standards, some voluntary and some mandatory. Lt. Colonel Madden has asked the Commission on Law Enforcement Standards (COLES) to obtain copies of standards from other states. It was agreed that a subcommittee will be established to address training standards and assist with implementation of the training fund. Lt. Colonel Madden will ask COLES to assist in this effort as COLES must certify classes before wireless training funds can be used.

Ms. Christina Russell advised that the importance of training was discussed at the last Michigan Communications Directors Association (MCDA) meeting. Training a new dispatcher is a lengthy process. Delta College provides excellent training, but it is not logistically available for some areas of the state. MCDA is also forming a committee on this and is asking for input from dispatch center directors.

5. FUTURE DIRECTION/ISSUES TO BE ADDRESSED

Mr. Struck reported that the remaining counties in the upper peninsula currently without 9-1-1 service are working to bring seamless 9-1-1 to the UP. Periodic reports will be provided to the ETSC and ETSC assistance may be requested.

The following issues were discussed:

1. *Do PSAPs have to formally request service from CMRS providers?*

Some wireless providers are contending that the original letter, sent by the ETSC on behalf of all Michigan PSAPs, is not sufficient. The CMRS industry is working to prepare a formal response, which will be forwarded to the ETSC. At this time, dispatch centers do not know which cellular companies are doing business in their areas. Mr. Temple advised that a complete listing of CMRS suppliers doing business in Michigan is being compiled and will be provided to the ETSC. Wireless E9-1-1 service can not be brought to the entire state at one time. It must be prioritized and phased in. The ETSC can assist in this effort. There is a 10-year old implementation plan in existence. This plan must be reviewed to determine if it is still valid. Copies will be forwarded to committee members.

Work may be needed at the PSAP level before wireless E9-1-1 calls can be handled. Switching wireless calls into the existing wireline system may cause the system to shut down if a large volume of calls are received all at once.

2. *Do final 9-1-1 plans have to be reopened to address wireless legislation? If so, does a county have to reopen its plan each time a new cellular provider begins doing business within the county?*

Ms. Christina Russell presented a position paper prepared by Mr. Paul Rogers on behalf of MCDA. It is the position of MCDA that final 9-1-1 plans should not have to be reopened. Sheriff Germond and Mr. Hunt believe the final plans should be reopened and updated to address the wireless legislation, but that this should not be tied to a county's eligibility to receive funds.

Ms. Pat Coates advised that Oakland County is in the processing of updating its final 9-1-1 plan, upon the advice of their corporate counsel. They've reopened their plan, set up a subcommittee, worked closely with the community, and have scheduled a public hearing. Their proposed revised plan is as generic as possible. Current companies are listed and language is included to provide for "any subsequent providers doing business in Oakland County." Other counties who have obtained corporate counsel opinions on this matter are asked to provide this information to Lt. Colonel Madden.

It was suggested that an Attorney General's Opinion be requested on this matter. However, after further discussion, it was decided that a formal Opinion would not be requested at this time.

3. *The ETSC is responsible for certifying which counties are eligible to receive wireless funds. How will this be accomplished?*

Lt. Colonel Madden has spoken with Mr. Scott Dzurka from the Michigan Association of Counties regarding obtaining copies of current county 9-1-1 plans. Mr. Dzurka has volunteered to help compile this information. A library of plans will be maintained and used to certify eligible counties.

4. *Will the ETSC establish guidelines for use of PSAP wireless fees?*

The ETSC does not intend to establish guidelines at this time. As with wireline funds, wireless funds may only be used for 9-1-1 purposes. Counties will be required to provide a detailed record of their expenditures to the Legislature and must keep accurate records.

5. *Do "border" issues need to be addressed? (Companies in bordering states that provide cellular service to Michigan customers/appropriate routing of cellular calls.)*

Some dispatch directors report this to be a problem, with calls from bordering states being improperly routed to their centers. The dispatcher must then spend valuable time searching for the appropriate agency to refer the emergency call. This is an issue of face control, and MSP and the CMRS providers have been working together to correct problems as they are identified. F/Lt. Shirley Razmus, MSP Communications Division, invited any PSAP director experiencing this problem to contact her.

F/Lt. Dan Bateman, Director of the Metro Dispatch Center, and F/Lieutenant Razmus developed protocols for handling misrouted calls between Michigan and Canada. An agency on each side of the border has been identified to take responsibility for calls incorrectly routed to the other side.

EMS personnel in the upper peninsula have reported problems transmitting critical information from their EMS vehicles to the hospital. In certain parts of some counties, paramedics are unable to get an uninterrupted connection for the period of time it takes to transmit the information.

6. *What do PSAPs need from the ETSC?*

Money.

7. *What do CMRS providers need from the ETSC?*

Direction.

There are reports that some CLECs (competitive local exchange carriers) are not collecting 911 monies. The Michigan Public Service Commission is aware of the potential problem and will be taking steps to see if this can be resolved. Additional information on this will be provided at the next ETSC Meeting.

PUBLIC COMMENT

None.

NEXT MEETING

January 19, 2000, beginning at 10 a.m. in Classroom C-1 of the Michigan State Police Training Academy, 7426 North Canal Road, Lansing, Michigan.

The meeting adjourned at 2:50 p.m.

Approved:

Stephen D. Madden, Chair
Emergency Telephone Service Committee

January 19, 2000 Minutes
Approved by the ETSC at its March 15, 2000 Meeting

**held at Michigan State Police Training Academy
Lansing, Michigan**

MEMBERS PRESENT	REPRESENTING
Lt. Col. Stephen Madden, Chair	Department of State Police
Mr. Don Jensen	Michigan Association of Counties
Mr. Don Adams	Michigan Association of Ambulance Services
Mr. John Buczek	Fraternal Order of Police
Chief William Corbett	Public Member, Senate Appointed
Tpr. David DeVries	Michigan State Police Troopers Association
Sheriff Richard Germond	Michigan Sheriffs' Association
Ms. Suzan Hensel	Association of Public Safety Communications Officials
Mr. Paul Hufnagel	Michigan Professional Firefighters Union
Lt. Jim Hull	Deputy Sheriffs' Association
Mr. John Hunt	Public Member, Governor Appointed
Mr. Nathan McClure	National Emergency Number Association
Mr. Charles Nystrom	Public Member, House Appointed
Mr. John Patrick	Department of Consumer and Industry Services
Mr. Robert Reynolds	Telecommunications Association of Michigan
Chief Fred Rogers	Michigan Association of Chiefs of Police
Ms. Christina Russell	Michigan Communications Directors Association
Mr. Robert Struck	UP Emergency Medical Service Corp.
Mr. Scott Temple	Commercial Mobile Radio Service
Chief Paul Trink	Michigan Association of Fire Chiefs
Ms. Marilyn Moore	Michigan Public Service Commission

MEMBERS ABSENT	REPRESENTING
None	

This meeting of the Emergency Telephone Service Committee (ETSC) was convened by Lt. Colonel Madden at 10 a.m. Chief William Corbett of the Port Huron Police Department was welcomed as the newest member to the Committee. Chief Corbett serves as the public member appointed by the Senate Majority Leader.

APPROVAL OF MINUTES

MOTION to approve the minutes of the October 22, 1999, ETSC meeting. A vote was taken and the motion carried.

UPDATE REPORTS

A. REPORT OF THE CHAIR

Updates from October 1999 Meeting

◆ 9-1-1 Call Process Timing

At the October meeting, Mr. Steve Todd from Ottawa County reported that the results of the 9-1-1 Call Process Timing Report were not representative of Ottawa County. Mr. Dave Green, chair of that subcommittee, advises that the group of sites selected for testing by the subcommittee were believed to be representative of all available designs. Mr. Green offered to discuss this issue individually with Mr. Todd.

Chief Fred Rogers expressed interest in comparing the subcommittee's testing with the current process in Niles. No written protocols exist, however, Mr. Green volunteered to discuss the process with Chief Rogers.

◆ **ETSC Web Site**

The ETSC web site is being finalized and should be operational within two weeks. Its address is www.msp.state.mi.us/division/MI911/index.htm.

◆ **Letters to Legislators**

As directed by the Committee, a letter of appreciation was sent to each Legislator who voted in favor of the 1999 wireless E9-1-1 legislation. A copy of the letter was provided to committee members for their information.

Letters to the Attorney General and Auditor General

Lt. Colonel Madden sent letters to Attorney General Jennifer Granholm and Auditor General Thomas McTavish, requesting each assign a liaison to assist the ETSC. The Attorney General's office has agreed to assign a liaison to assist the committee; to date, no reply has been received from the Auditor General's office.

Annual Report to the Legislature on Wireless E9-1-1 Funds

The first annual report to the Legislature is due April 30, 2000. Members of the Legislative Action Subcommittee will be called upon to assist in preparing this report.

Request Recommendations for Use of \$.03 Funds

The Michigan State Police is required to prepare and submit to the Legislature an annual prioritized list of projects the department recommends be funded with the \$.03 wireless fees. At this time, it is estimated the amount of the fund will be between \$800,000 and \$1,000,000 per year for two years. Lt. Colonel Madden will solicit input from the Michigan Chapter of the National Emergency Number Association (NENA), the Association of Public Safety Communications Officials (APCO), and the Michigan Communications Directors Association (MCDA). Other organizations or individuals are invited to submit proposals, in writing, to Lt. Colonel Madden at 714 S. Harrison Rd., East Lansing, MI 48823, or by e-mail to cwiekl@state.mi.us.

ETSC Subcommittee Listings

A listing of ETSC Subcommittees and their members was distributed. Individuals wishing to be added to a subcommittee are asked to contact Ms. Linda Cwiek.

B. MICHIGAN PUBLIC SERVICE COMMISSION (MPSC) REPORT

Concern has been expressed that the number of CLECs (competitive local exchange carriers) is growing rapidly, particularly in metropolitan areas, and these new providers do not always notify the local PSAP (primary public safety answering point) when they begin doing business in an area. Concern has also been expressed that not all CLECs collect 9-1-1 monies as required.

Ms. Marilyn Moore advised that while CLECs are required to be licensed by MPSC, they are not required to notify MPSC when they actually begin doing business. MPSC will take action if it is notified that a CLEC is not paying 9-1-1 fees. The MPSC web site (<http://cis.state.mi.us/mpsc/comm/>) contains much useful information, including a listing of all CLECs licensed in Michigan and a listing of 9-1-1 surcharges by county. Although not currently available on the web site, the MPSC does have a record of the counties in which each CLEC is licensed to do business. Ms. Moore volunteered to have this information added to their web site.

Ms. Moore was asked if the MPSC can determine the current highest monthly charge on a single line. There is at this time a provider in Michigan who charges a monthly fee of \$89.95. Since this provider has presence in every county in Michigan, the current highest monthly charge on a single line should be based on the \$20 cap. Counties are reminded that their records must reflect how the wireline 9-1-1 fees collected are spent on 9-1-1 costs. Counties are not permitted to collect more than needed to fund 9-1-1.

C. RESOURCE MANAGEMENT SUBCOMMITTEE REPORT

Tpr. David DeVries reported on this subcommittee's December 16 meeting in Lansing. The subcommittee agreed that its focus will be to develop a resource guide of "best practices" that can be used by those looking for direction. The subcommittee will be soliciting input from around the state, contacting various centers, and requesting copies of existing policies. Lt. Colonel Madden asked the subcommittee to also look at EMS dispatching as part of its charge.

D. DISPATCHER TRAINING AND CERTIFICATION SUBCOMMITTEE REPORT

Mr. Nate McClure provided a report on the subcommittee's activities to date. The subcommittee will focus on two areas: how training funds will be distributed; and the meaning and intent of the requirement that dispatcher training classes be certified by the Michigan Commission on Law Enforcement Standards (MCOLES). MCOLES currently certifies only one course (radar training). Mr. Dale Rothenberger has been assigned to serve as the MCOLES liaison to assist the subcommittee.

Another area of focus for the group will be a more long-term review of whether there is a need for training requirements in Michigan. Eight other states currently have mandated training.

If the training fund were divided equally by the number of dispatchers currently employed in the state, there would be approximately \$200 per year per dispatcher available for training.

E. DEPARTMENT OF TREASURY REPORT

Mr. Mark Haas, director of the Department of Treasury's Office of Revenue and Tax Analysis, provided an update on steps being taken by the Department of Treasury to implement the wireless E9-1-1 legislation. An electronic funds transfer (EFT) process has been set up with the bank; revenue accounts have been set up to accept payments; a CMRS tracking system is being established; and budget appropriations are being requested for FY2000 and FY2001. The Department of Treasury will be prepared to begin accepting payments from CMRS providers by February 28, 2000. An information packet has been prepared and will be sent CMRS providers within the next week or two. The Department of Treasury will take its direction from the ETSC on when to make distribution of payments to counties and the appropriate amounts.

Information collected will appear in the state's annual financial report in aggregate form only. No individual information will be released.

A partial list of CMRS providers has been compiled, however, it is not believed to be complete. Mr. Scott Temple will be meeting with other CMRS representatives to address this issue. It was also suggested a formal letter be sent to the FCC from the ETSC, requesting a list of providers doing business in Michigan. Ms. Moore will assist in identifying the appropriate individual to direct this request to at the FCC.

Lt. Colonel Madden thanked Mr. Haas and his staff for all their work in moving this complicated process forward. Department of Treasury personnel have assumed a considerable amount of responsibility for handling the funding issues of the new legislation.

F. WIRELESS IMPLEMENTATION MEETINGS

F/Lt. Shirley Razmus of the Michigan State Police Communications Division initiated an informal committee comprised of NENA, APCO, MCDA, and CMRS representatives to begin discussing issues regarding wireless E9-1-1 implementation. This group identified the following issues which it recommends be addressed:

- Need for ETSC to form a new subcommittee to formally address implementation issues
- Need for a statewide 9-1-1 coordinator
- Need for formal request from PSAP/county to CMRS for implementation of Phase I
- Possible need for contracts between CMRS & PSAPs (MAC, MCDA, DMB, or ETSC to assume lead)
- Collection schedule; remittance forms
- ETSC oversight on how to best utilize \$.03
- Need for determination on which counties are eligible to receive funds
- Establish liaison with Attorney General's Office

GTE is working with RFB Cellular (a Cellular One provider) to implement Phase I in seven northern lower Michigan counties. Counties involved are Alpena, Alcona, Presque Isle, Montmorency, Oscoda, Otsego, and Crawford. The network and dispatch centers are 100% ready. There was no additional cost to the PSAPs as they already have the appropriate software. Cellular companies make the final turn-on, tower by tower. They will physically go out and dial 9-1-1 to verify the accuracy of the information appearing on the screen.

GTE is using the CAS (call path associated signaling) system to bring Phase I to these counties. Ameritech has chosen to use NCAS (non-call path associated signaling) statewide. Decisions regarding which technology to use will be made by the industry. Since there are often multiple providers serving one area, it is important for PSAPs to work with their providers on coordinating the appropriate technology.

ACTION

ISSUE – ESTABLISHMENT OF WIRELESS IMPLEMENTATION SUBCOMMITTEE

There are many unresolved issues that need to be addressed regarding wireless implementation. The informal committee has taken the first step to begin identifying these concerns.

MOVED, SECONDED, and carried that a permanent Wireless Implementation Subcommittee be established to help facilitate the implementation of wireless E9-1-1. Ms. Suzan Hensel will serve as the subcommittee chair. F/Lt. Shirley Razmus will serve on the subcommittee. Others interested in serving are asked to contact Ms. Hensel or Ms. Cwiek.

ISSUE – CERTIFICATION OF COUNTIES

Each county has been asked to provide a copy of their final 9-1-1 plan to the ETSC in preparation for the committee's certification of counties eligible to receive wireless funds. On November 24 the Michigan Association of Counties sent a letter to the chair of each county commission; on December 21 a follow-up letter was sent by Lt. Colonel Madden to each county that had not yet submitted a plan. As of this date, 16 counties have not responded. Mr. McClure suggested that any future correspondence sent to the counties be copied to the PSAP directors as well.

Lt. Aaron Sweeney of the Michigan State Police provided a brief update on the status of 9-1-1 in the upper peninsula. Of the 15 counties in the UP, all but three have final plans in place and those three are making progress. The possibility of receiving wireless surcharge funds has acted as a catalyst for some counties to move forward.

Many counties are in the process of updating their plans to include wireless. It was the consensus of the committee that any county that has submitted a final 9-1-1 plan approved by their county board should be certified as eligible to receive wireless funds for this first year. The ETSC will certify the county has a plan in place, not the content of the plan. Lt. Colonel Madden asked Mr. Hunt to place this issue on the agenda for the Policy Subcommittee to review and make a recommendation to the full committee at its next meeting.

It appears that Berrien County has been in existence prior to PA 32 and operates without a final 9-1-1 plan. They operate under general funds. Mr. Paul Rogers advised he has spoken with a representative from Berrien County and advised her the county would be ineligible for wireless funds if they have no plan in place. Chief Fred Rogers volunteered to follow-up on this with Berrien County as well.

ISSUE – CMRS SUBCOMMITTEE APPOINTMENTS

1. Public Safety Member – to be appointed by the ETSC

Mr. Paul Hufnagel and Chief Fred Rogers each volunteered to serve as the public safety member to the CMRS subcommittee. Mr. Hufnagel subsequently withdrew his name from consideration, as he does not believe he meets the criteria of representing a public safety agency.

MOVED, SECONDED and CARRIED that Chief Fred Rogers be appointed to serve as the public safety member to the CMRS Subcommittee.

2. CMRS Member – to be appointed by ETSC Chair

To date, only one resume has been received for the CMRS representative to the CMRS Subcommittee. Individuals interested in serving in this position are asked to contact Lt. Colonel Madden by Monday, January 31.

DISCUSSION AND PUBLIC COMMENT

With the implementation of E9-1-1 in Lake County, the entire lower peninsula of Michigan now has enhanced 9-1-1 service available.

ISSUES REGARDING WIRELESS E9-1-1 IMPLEMENTATION

Requests for Phase I Service

CMRS providers take the position that each PSAP must request Phase I service from their wireless providers. Since Michigan operates on a county based system, each PSAP must have county approval before requesting service. The validity of the letter written in May 1997 by the ETSC on behalf of PSAPs has been questioned because, at the time it was sent, there was no cost recovery mechanism in place and PSAPs were not able to receive the calls.

With the ever-increasing number of providers, it is difficult for PSAPs or counties to know all the providers in their area or who they should contact to request service.

Tracking of Cellular Calls

At the current time most wireless calls in the metropolitan Detroit area are routed to MSP Metro Dispatch. Once wireless E9-1-1 is implemented, these calls will be handled by the appropriate PSAP. To assist PSAPs in preparing for this change, it was asked if it would be possible to determine the number of calls coming from a particular area. This information should be requested from the individual wireless carriers.

Contracting with CMRS Providers

There is an indication that some CMRS providers may require a contract. If so, it is unclear at this point which entity has the authority and responsibility for entering into this contract. Counties and PSAPs request the service, however, the state controls the funding for CMRS reimbursements. With the large number of cellular companies, counties, and PSAPs, the negotiation of contracts could become overwhelming.

Mr. Currier, SCC Communications, advised that other states have entered into contracts at the state level. The PSAPs then sign a single-page service agreement stating they want the service in accordance with the state contract. Mr. Currier offered to gather information for the Wireless Implementation Subcommittee on how this works in other states. Lt. Colonel Madden asked that a comparison be made of legislative language as well.

NEXT MEETING

March 15, 2000, beginning at 10 a.m. in Classroom C-2 of the Michigan State Police Training Academy, 7426 North Canal Road, Lansing, Michigan.

The meeting adjourned at 12:40 p.m.

Approved:

Stephen D. Madden, Chair
Emergency Telephone Service Committee

March 15, 2000 Minutes
Pending Approval of the ETSC at its May 24, 2000 Meeting
held at Michigan State Police Training Academy
Lansing, Michigan

MEMBERS PRESENT	REPRESENTING
Lt. Col. Stephen Madden, Chair	Department of State Police
Sheriff Richard Germond, Vice Chair	Michigan Sheriffs' Association
Mr. Don Adams	Michigan Association of Ambulance Services
Mr. John Buczek	Fraternal Order of Police
Chief William Corbett	Public Member, Senate Appointed
Ms. Suzan Hensel	Association of Public Safety Communications Officials
Mr. Paul Hufnagel	Michigan Professional Firefighters Union
Mr. John Hunt	Public Member, Governor Appointed
Mr. Don Jensen	Michigan Association of Counties
Mr. Nathan McClure	National Emergency Number Association
Ms. Marilyn Moore	Michigan Public Service Commission
Mr. Charles Nystrom	Public Member, House Appointed
Mr. Robert Reynolds	Telecommunications Association of Michigan
Ms. Christina Russell	Michigan Communications Directors Association
Mr. Robert Struck (arrived 10:50 a.m.)	UP Emergency Medical Service Corp.
Mr. Scott Temple	Commercial Mobile Radio Service
Chief Paul Trinka	Michigan Association of Fire Chiefs

MEMBERS ABSENT	REPRESENTING
Tpr. David DeVries	Michigan State Police Troopers Association
Lt. Jim Hull	Deputy Sheriffs' Association
Mr. John Patrick	Department of Consumer and Industry Services
Chief Fred Rogers	Michigan Association of Chiefs of Police

This meeting of the Emergency Telephone Service Committee (ETSC) was convened by Lt. Colonel Madden at 10 a.m.

APPROVAL OF MINUTES

MOTION to approve the minutes of the January 19, 2000, ETSC meeting. A vote was taken and the motion carried.

REPORTS

A. REPORT OF THE CHAIR

Listing of County Final 9-1-1 Plans on File with MSP

To date, 81 counties have submitted a copy of their final 9-1-1 plan to Lt. Colonel Madden's office. A listing was provided to committee members. The two counties that have not submitted plans are Ontonagon and Gogebic. Ontonagon County's tentative plan is scheduled for adoption by its County Board of Commissioners on May 9. The Gogebic County 9-1-1 Committee has met with some resistance and has decided to rescind its proposed plan and draft a new one.

Lt. Colonel Madden stated that the intent of P.A. 78 is clear. A county must have a final 9-1-1 plan in place to receive funds for the first year of distribution. It is also clear that a county must be fully in compliance with 1986 P.A. 32, as amended, in order to be certified as eligible to receive funds during the second year of distribution and each year thereafter.

MOTION by Lt. Colonel Madden, seconded by Mr. McClure, that the ETSC certify all counties that have submitted a final 9-1-1 plan to Lt. Colonel Madden's office by May 10, 2000, as eligible to receive wireless emergency telephone funds this first year. Motion carried unanimously.

MOTION by Lt. Colonel Madden, seconded by Mr. McClure, that the ETSC notify each county that it must be in full compliance with 1986 P.A. 32, as amended, including a fully compliant final 9-1-1 service plan, in order to be certified as eligible to receive wireless emergency telephone funds beginning with the second year of distribution. Counties that amend their final 9-1-1 service plan to come into compliance must submit a copy of their updated plan to Lt. Colonel Madden's office by April 30, 2001. Motion carried unanimously.

List of CMRS Providers

On February 3, 2000, a letter was sent to the Federal Communications Commission (FCC) by Lt. Colonel Madden requesting assistance in identifying all CMRS providers in Michigan. The FCC responded by providing directions to their FCC License Search web site. Searches can be done by state or by specific county. Department of Treasury staff is working to contact the companies listed as having FCC licenses in Michigan to determine whether they are actually providing service in our state. The committee and attendees were provided a copy of the most current listing of known CMRS providers in Michigan. Both the departments of Treasury and State Police continue to work with the CMRS industry on this issue. The CMRS listing will be posted on the ETSC web site in the near future.

Summary of MSP Activities

Lt. Colonel Madden has had two very productive meetings with a member of the Attorney General's staff. This individual will work through the State Police to assist the ETSC by researching legal questions at the request of the ETSC Chair. He will also serve as a liaison to other divisions of the Attorney General's office, as needed.

State Police and Treasury staff members met on February 16. To date, approximately \$3 million has been deposited into the CMRS emergency telephone fund. The Department of Treasury has done an excellent job preparing for implementation of this process. Both the departments of Treasury and State Police must have supplemental appropriations passed by the Legislature before either can distribute wireless funds. Supplementals are expected to be introduced in the Senate this afternoon (March 15).

Lt. Colonel Madden has met with State Police internal auditing staff to discuss procedures for conducting annual audits of wireless funds. It appears the Auditor General will audit the Treasury fund. The Department of Treasury Division of Local Audit and Finance has been made aware of the new law and may add this series of public acts to those covered by their local audits. Work is still being done in this area.

Recommendations for Use of \$.03 Funds

The State Police has requested input on use of the \$.03 Funds from the Michigan Association of Counties (MAC), the Michigan National Emergency Number Association (NENA), the Michigan Communications Directors Association (MCDA), and the Association of Public Safety Communications Officials (APCO). Others interested in submitting recommendations are encouraged to do so. Suggestions should be submitted to Lt. Colonel Madden's office by March 31, 2000.

ETSC Web Site

The ETSC web site address is www.msp.state.mi.us/division/MI911/index.htm. Suggestions for additions or changes should be forwarded to Linda Cwiek by telephone at (517) 336-6163 or by e-mail at cwiekl@state.mi.us.

B. POLICY SUBCOMMITTEE

Mr. John Hunt reported that the Policy Subcommittee has met twice this year. Several areas have been identified for review and action, with wireless implementation taking top priority. The subcommittee anticipates making initial policy recommendations relative to wireless implementation following the next meeting of the Wireless Implementation Subcommittee. The two motions passed by the ETSC earlier in this meeting will be used as planks in the subcommittee's report to the full committee.

C. DISPATCHER TRAINING AND CERTIFICATION SUBCOMMITTEE

Mr. Nate McClure reported that this subcommittee has reviewed a number of funding distribution models and is working with the Michigan Commission on Law Enforcement Standards (MCOLES) to develop guidelines for distribution of funds. The original model selected by the subcommittee was that currently being used for the 302 grant process; however, considerable staff time would be required to implement such a process. Mr. McClure will pull together a core group of individuals who can dedicate their efforts to expediting this subcommittee's work.

D. WIRELESS IMPLEMENTATION SUBCOMMITTEE

Ms. Suzan Hensel presented a report containing seven recommendations from this subcommittee. The ETSC reviewed these recommendations and took action as noted below:

1. Statewide 9-1-1 Program Manager/Consultant: Recommend the ETSC retain a company to serve as project/program manager of statewide wireless 9-1-1 implementation. This firm should have previous experience in this same capacity. Recommend funding come from MSP \$.03 Fund.

Discussion: Lt. Colonel Madden suggested this recommendation be tabled for the time being. This is a start-up process and the ETSC appears to be adequately working through issues as they arise. At this point in time, no funding is available. This recommendation was noted for the record, with no formal action taken by the Committee.

2. Certification of Counties for Fund Eligibility: In reference to P.A. 78 of 1999, Section 409 (B) and (C), recommend the ETSC approve that any county with a final 9-1-1 plan in place as eligible to receive wireless funding, as stipulated under these sections. Further recommend that any county that has not submitted a plan during the first year of distribution will have their funds escrowed for distribution the following year, with submission of a final 9-1-1 plan as a requirement.

Discussion: The first part of this recommendation was addressed with the two motions passed earlier in this meeting. The second recommendation cannot be adopted as law does not provide for escrowing of funds. Available funds will be divided and distributed, as provided by law, only among those counties certified as eligible by the ETSC.

3. Process for Formal Request for Phase I Implementation: Recommend that each individual county send the formal request for Phase I implementation to the CMRS serving their county, or within their 9-1-1 service district, on behalf of their PSAPs. This does not prohibit MCDA from serving in a coordinating capacity for those counties that choose to designate MCDA as their county agent for requesting Phase I implementation. This also allows each CMRS to decide how they will facilitate each request on a county by county basis.

Recommend also that the ETSC provide each county with a current list of CMRS and a draft copy of the formal request letter.

Discussion: A formal request places obligations on the PSAP/county and CMRS. The PSAP must be equipped to receive wireless E9-1-1 calls and the CMRS must implement Phase I within six months of receipt of the request. The PSAP may not know if it's ready to receive calls until it determines from the CMRS provider what technology will be used. It was suggested an informal letter be sent by the PSAP/county, followed by a formal request for service.

The subcommittee's recommendation calls for the county to send the letter. It was asked whether the 9-1-1 coordinator or PSAP director could make the request. Some county final 9-1-1 service plans designate this authority to the PSAP director as the 9-1-1 coordinator. Although the funding goes to the county level, the request for service is an installation issue to be handled by the 9-1-1 coordinator or PSAP. Mr. Temple advised that CMRS providers would like a single point of contact within each county where possible, but they are not concerned with who makes the request.

Action: Ms. Hensel amended her recommendation to read: Recommend that each individual county **or designated authority** send the formal request for Phase I implementation to the CMRS serving their county, or within their 9-1-1 service district, on behalf of their PSAPs. Further, recommend that the ETSC provide each county with a current list of CMRS and a draft copy of the formal request letter.

MOTION, seconded, and carried, 16 yes and 1 abstention, to accept this recommendation. (Mr. Struck arrived at the meeting during this discussion and therefore abstained from voting on this motion.)

The Wireless Implementation Subcommittee will prepare a draft letter for the Committee's consideration.

4. Contracts: Recommend the ETSC adopt the position that contractual relationships are not a requirement or necessary, as the legislation properly addresses issues of cost recovery funding and liability.

Discussion: There was considerable discussion regarding this recommendation. Mr. Hunt believes this issue is best left to the individual 9-1-1 authorities and wireless providers to decide, and that the ETSC has no authority to adopt such a position. Ms. Hensel advised the purpose of this recommendation is to ensure that PSAPs are made aware they need to be cautious about entering into contracts, as they are not in control of the funding. Only the state can issue payments to CMRS providers.

Delegating contracts to the county level may stall deployment if the contracts have to go through county and industry legal department review prior to approval. However, contracts at the local level may help PSAPs ensure they get the service they need.

Ms. Hensel agreed to amend this recommendation by deleting the words "or necessary" provided wireless carriers bring proposed contractual language to the Wireless Implementation Subcommittee for review and endorsement. Lt. Colonel Madden opposed this suggestion, as he does not believe it is the role of the ETSC to monitor. Mr. Paul Rogers advised that MCDA can assist in this effort if asked by the PSAP.

Following a short break to allow the Wireless Implementation Subcommittee to caucus, Ms. Hensel withdrew this recommendation to give the wireless industry and PSAPs an opportunity to provide input.

5. Statewide 9-1-1 Coordinator: Recommend the ETSC work toward establishing a statewide 9-1-1 coordinator, sometime in the future. In the interim, the Wireless Implementation Subcommittee, with the assistance of the Program Manager, will serve as coordinator on a volunteer basis, if the ETSC so chooses.

Discussion: Ms. Hensel advised the subcommittee is aware this may be an issue that requires legislative action; however, it is recommended the ETSC work toward this end. Lt. Colonel Madden suggested this recommendation be tabled for the time being. As stated under the subcommittee's first recommendation, this is a start-up process and the ETSC appears to be adequately working through issues as they arise. At this point in time, no funding is available. The Wireless Implementation Subcommittee will begin putting together a task list of responsibilities for this position for future use. This recommendation was noted for the record, with no formal action taken at this time.

6. Priority Fund (\$.03) Usage: Recommend the \$.03 funding be used to secure a statewide program manager/consulting service for wireless 9-1-1 implementation. Additionally, recommend that counties with extraordinary needs be allowed to apply for available funding to offset their costs in hiring program management/consulting service for wireless 9-1-1 implementation, so as not to dominate all of the time and efforts of the statewide manager.

Discussion: This recommendation was noted for the record, with no action taken at this time.

7. Wireless 9-1-1 Funds Usage: Recommend expenditures of these funds comply with P.A. 29, Section 406 (1) and (2), so acceptable expenditures adhere to the same guidelines as surcharge monies.

Discussion: It was the recommendation of the State Police internal auditor and others that the ETSC develop a list to provide guidance to PSAP directors and others on what can be deemed acceptable charges. The above recommendation was noted for the record, with no formal action taken at this time.

Sheriff Ron Lahti from Keewenaw County advised that his county intends to use its share of the wireless funds to operate their entire 9-1-1 system and pay for addressing. Without these funds, the county would be unable to provide even basic wireline 9-1-1 service to its citizens. Sheriff Lahti asked if this would be considered an appropriate expenditure of wireless funds. Ms. Hensel replied in the affirmative. Mr. McClure concurred and commented that it was the intent of those who worked on the legislation to provide a means for all citizens in Michigan to have 9-1-1 service.

E. REPORT ON ACTIVITIES IN OTHER STATES

Mr. Bob Currier, SCC Communications Corp. and a member of the Wireless Implementation Subcommittee, provided a brief overview of steps being taken in other states to implement wireless E9-1-1 service. Experiences vary widely. Some states are using formal contracts, others are implementing without any contracts. Some states are requiring letters of request, others are not. The State of Indiana most closely mirrors Michigan.

In Mr. Currier's opinion, it is critical that PSAPs become educated on what is necessary to provide wireless E9-1-1 service to their customers. A PSAP's incumbent 9-1-1 service provider will get the call to the PSAP, in coordination with the wireless provider.

F. LEGISLATIVE ACTION SUBCOMMITTEE

Committee members were provided with a draft copy of the 2000 Annual Report to the Michigan Legislature on the Implementation of Wireless E9-1-1 prepared by the Legislative Action Subcommittee. This report is due to the Legislature by April 30, 2000. Suggested additions or revisions to this report should be submitted to Linda Cwiek. Lt. Colonel Madden will brief key Legislators once the report is finalized.

G. CMRS SUBCOMMITTEE

Lt. Colonel Madden reported that the CMRS Subcommittee has met twice, once by conference call and once in person. A draft letter to CMRS providers and guidelines for submission of invoices were provided for the Committee for review. This information will be finalized and disseminated to CMRS providers in the near future. The subcommittee has considerable work ahead as CMRS providers begin to submit invoices for reimbursement.

DISCUSSION

Resource Management—"Closest" Unit

Lt. Colonel Madden reported that Senator VanRegenmorter contacted him recently regarding the issue of dispatching the "closest" ambulance. The Michigan Association of Ambulance Services (MAAS) has also submitted its position paper to Lt. Colonel Madden for subcommittee assignment and review. MAAS would like the ETSC to reconsider its Policy E "Emergency Medical Services Dispatching." Lt. Colonel Madden will forward MAAS's position paper to the Policy and Resource Management subcommittees for review and recommendations. Lt. Colonel Madden and select members of the subcommittees will then meet with Senator VanRegenmorter to discuss this issue. Individuals wishing to provide input on this issue should forward their comments to Lt. Colonel Madden.

Mr. Steve Todd, Ottawa County 9-1-1 Director and former member of the ETSC, advised that the clear intent of the ETSC as it worked with the legislation was that the "closest" and "appropriate" wording allows local jurisdictions to make decisions regarding proper dispatching. This is a local governance issue.

Pre-Programmed Cellular Phones

Sheriff Germond and several other attendees reported they have been experiencing a problem with cellular phones that have been pre-programmed to dial 9-1-1 when the "9" digit is pressed. Some manufacturers are programming this feature into the phones before they are sold. If the phone is accidentally jostled or bumped up against in a pocket or briefcase and the "9" digit is pressed, the phone will dial 9-1-1 without the owner's knowledge. In some cases, the line continues to be tied up even after the dispatcher hangs up the call.

Annual 9-1-1 Conference

Mr. Nate McClure reported that the Annual 9-1-1 Conference is scheduled for May 24-26, 2000, at the Amway Grand Hotel in Grand Rapids. Two pre-conference courses are scheduled for May 23. An ETSC Meeting will be held Wednesday, May 24, at 10 a.m., followed by the opening luncheon.

Detailed information and registration forms are available by visiting the NENA website at www.nena9-1-1.org/michigan.

PUBLIC COMMENT

None.

NEXT MEETING

Wednesday, May 24, 2000, beginning at 10 a.m. at the Amway Grand Hotel in Grand Rapids.

The meeting adjourned at 12:15 p.m.

Approved:

Stephen D. Madden, Chair
Emergency Telephone Service Committee

**Emergency Telephone Service Committee
2000 Report to the Michigan Legislature
COMMITTEE MEMBERSHIP LISTING**

Member Organization	Representative
Association of Public Safety Communications Officials	Ms. Suzan Hensel, Midland County Central Dispatch
Commercial Mobile Radio Service	Mr. Scott Temple, Ameritech Cellular Services
Department of Consumer and Industry Services	Mr. John Patrick, Director of Office Services
Department of State Police <i>servng as Chair for 2000</i>	Lt. Col. Stephen Madden, Uniform Services Bureau
Deputy Sheriffs' Association	Lt. Jim Hull, District Representative
Fraternal Order of Police	Mr. John Buczek, Executive Director
Governor's Appointee, Public Member	Mr. John Hunt, Ameritech
House Appointee, Public Member	Mr. Charles Nystrom, Barry County Central Dispatch
Michigan Association of Ambulance Services	Mr. Donald Adams, Lapeer County EMS
Michigan Association of Chiefs of Police	Chief Fred Rogers, Niles Police Department
Michigan Association of Counties	Mr. Don Jensen, Oakland County Commissioner
Michigan Communications Directors Association	Ms. Christina Russell, Oakland County Sheriff's Department
Michigan Association of Fire Chiefs	Chief Paul Trinka, Adrian Fire Department
Michigan Professional Firefighters Union	Mr. Paul Hufnagel, President
Michigan Public Safety Commission	Ms. Marilyn Moore, MPSC Representative
Michigan Sheriffs' Association <i>servng as Vice Chair for 2000</i>	Sheriff Richard Germond, Lenawee County Sheriff's Department
Michigan State Police Troopers Association	Tpr. David DeVries, Brighton Post
National Emergency Number Association	Mr. Nathan McClure, Muskegon County Central Dispatch
Senate Appointee, Public Member	Chief William Corbett, Port Huron Police Department
Telecommunications Association of Michigan	Ms. Susan Springsteen, Ameritech Regulatory Affairs
UP Emergency Medical Services Corp.	Mr. Robert Struck, Executive Director

**Emergency Telephone Service Committee
2000 Report to the Michigan Legislature
SUBCOMMITTEE LISTINGS**

CMRS Subcommittee

Lt. Col. Steve Madden, Department of State Police, Chair
Mr. Scott Temple, CMRS
Mr. Don Jensen, MAC
Chief Fred Rogers, MACP
Mr. Paul Styler, CMRS

Legislative Action Subcommittee

Lt. Col. Steve Madden, Department of State Police, Chair
Ms. Suzan Hensel, APCO
Mr. Nate McClure, NENA
Mr. Charles Nystrom, House Appointee
Ms. Dawn Adams, Tuscola County Central Dispatch
Mr. Steve Balasia, Ameritech
Ms. Marsha Bianconi, Conference of Western Wayne
Ms. Patricia Coates, Oakland County CLEMIS
Mr. Robert Currier, SCC
Mr. Jim Fyvie, Clinton County Central Dispatch
Mr. Andrew Goldberger, St. Joseph County Central Dispatch
Mr. Dave Green, GTE
Ms. Jennifer Greenburg, TAM
Ms. Cathy McCormick, Community EMS
Ms. Harriet Miller-Brown, Allegan County Central Dispatch
Mr. Mike Sexton, Ameritech
Mr. David Vehslage, GTE

Dispatcher Training and Certification Subcommittee

Mr. Nathan McClure, NENA, Chair
Ms. Suzan Hensel, APCO
Mr. Paul Hufnagel, MPFFU
Mr. Charles Nystrom, House Appointee
Ms. Christina Russell, MCDA
Mr. Robert Struck, UP EMS Corp.
Chief Paul Trinkka, MI Assn. of Fire Chiefs
Ms. Dawn Adams, Tuscola County Central Dispatch
Mr. Bob Bradley, CCE
Mr. Jim Fyvie, Clinton County Central Dispatch
Ms. Harriet Miller-Brown, Allegan County Central Dispatch
Mr. Dale Rothenberger, MCOLES
Mr. Craig Swenson, Washtenaw Central Dispatch
Ms. Denise Thomas, Kalamazoo Dept. of Public Safety
Mr. Steve Todd, Ottawa County Central Dispatch
MCDA Upper Peninsula Committee Representative

Policy Subcommittee

Mr. John Hunt, Governor's Appointee, Chair
Mr. Don Adams, MAAS
Mr. John Patrick, DCIS
Mr. Paul Rogers, Eaton County Central Dispatch
Mr. James Fyvie, Clinton County Central Dispatch
Mr. James Peltier, Alpena County Coordinator

Resource (Call) Management Subcommittee

Tpr. David DeVries, MSPTA, Chair
Sheriff Richard Germond, Michigan Sheriffs' Association
Lt. Jim Hull, Deputy Sheriffs' Association
Mr. Dale Berry, Huron Valley Ambulance, Ann Arbor
Mr. Andrew Goldberger, St. Joseph County Central Dispatch
Ms. Cathy McCormick, Community EMS

Wireless Implementation Subcommittee

Ms. Susan Hensel, APCO, Chair
Mr. John Hunt, Governor's Appointee
Mr. Nate McClure, NENA
Mr. Charles Nystrom, House Appointee
Ms. Christina Russell, MCDA
Mr. Scott Temple, CMRS
F/Lt. Daniel Bateman, MSP Metro Dispatch
Ms. Marsha Bianconi, Conference of Western Wayne
Ms. Patricia Coates, CLEMIS, Oakland County
Mr. Bob Currier, SCC Communications
Mr. Andrew Goldberger, St. Joseph County
Mr. Ralph Gould, Grand Rapids P.D.
Mr. David Green, GTE
Ms. Kathy Neubauer, Troy P.D.
F/Lt. Shirley Razmus, MSP Communications Division
Sgt. Joseph Rebh, Farmington Hills P.D.
Mr. Paul Rogers, Eaton County Central Dispatch
Mr. Mike Sexton, Ameritech
Ms. Susan Sherwood, Sprint PCS
Mr. Joseph VanOosterhout, Marquette County Central Dispatch
Ms. Ann Weaver, Southfield P.D.

STATE OF MICHIGAN



JOHN ENGLER, Governor
EMERGENCY TELEPHONE SERVICE COMMITTEE
714 South Harrison Road, East Lansing, Michigan 48823

March 14, 2000

Dear Commercial Mobile Radio Service Provider:

Michigan's P.A. 78 of 1999 provides a cost recovery mechanism for implementation of wireless E9 1-1 service within our state. Each CMRS provider is required to include a service charge of \$.55 per month for each CMRS connection that has a billing address in Michigan. The Department of Treasury is in the process of notifying all known CMRS providers of the procedures for depositing these funds into the CMRS Emergency Telephone Fund. In the near future, you will receive from the Emergency Telephone Service Committee (ETSC) information regarding the procedures to follow to submit invoices for reimbursement.

P.A. 78 also requires the ETSC to conduct and complete a cost study and make a report on the CMRS wireless E9-1-1 service charge by April 30, 2000. This report must include:

- ♣ The extent of emergency telephone service implementation in this state by CMRS suppliers under the wireless emergency service order and the emergency telephone service enabling act.
- ♣ The actual costs incurred by CMRS suppliers in complying with the wireless emergency service order and the emergency telephone service enabling act.
- ♣ A description of any commercial applications developed as a result of implementing this act.

Our records indicate that your company is licensed by the FCC to provide wireless service within the State of Michigan. As such, we ask that you forward to us by Friday, April 14, 2000, any relevant information regarding the above three items as they pertain to your company.

If you have any questions regarding this request, please contact Ms. Linda Cwiek at (517) 336-6163.

Sincerely,

STEPHEN D. MADDEN, LT. COLONEL
Chair, Emergency Telephone Service Committee
and CMRS Subcommittee;
Deputy Director, Michigan State Police

STATE OF MICHIGAN



JOHN ENGLER, Governor
EMERGENCY TELEPHONE SERVICE COMMITTEE
714 South Harrison Road, East Lansing, Michigan 48823

March 20, 2000

Dear Commercial Mobile Radio Service Supplier or Reseller:

P.A. 78 of 1999 requires that CMRS suppliers and resellers include a service charge of \$.55 per month for each CMRS connection that has a billing address in Michigan. These funds are placed in the CMRS emergency telephone fund created within the state treasury to provide money to implement the FCC wireless emergency service order and the state's emergency telephone service enabling act (1986 P.A. 32, as amended). Twenty-five cents of each monthly service charge will be disbursed to reimburse CMRS suppliers licensed by the Federal Communications Commission for providing and installing equipment that implements the wireless emergency service order and the act.

As provided in P.A. 78, a CMRS Subcommittee has been established within the Emergency Telephone Service Committee (ETSC) to review invoices submitted by CMRS suppliers for reimbursement from the fund and to make recommendations to the ETSC regarding approval or disapproval of payment. At this time, it is the intent of the CMRS Subcommittee to meet quarterly in February, May, August, and November to review invoices and formalize recommendations for payment to the ETSC. CMRS providers submitting invoice(s) will be notified by the ETSC once action is taken on the invoice(s).

Attached are guidelines to assist CMRS providers in submitting invoices for payment. If you have any questions regarding this process, please call Ms. Linda Cwiek at (517) 336-6163 or Ms. Denise Fox at (517) 336-6200.

Additional information regarding the ETSC can be viewed on its web site at www.msp.state.mi.us/division/MI911/index.htm.

Sincerely,

STEPHEN D. MADDEN, LT. COLONEL
Chair, Emergency Telephone Service Committee
and CMRS Subcommittee

Michigan Emergency Telephone Service Committee
GUIDELINES FOR SUBMISSION OF CMRS INVOICES

Eligibility:

Any FCC licensed CMRS provider that has collected and remitted to the state treasury the CMRS service charge as required by P.A. 78 of 1999 is eligible to request reimbursement from the CMRS Emergency Telephone Fund.

Information Required on Invoice:

The following information must be included on any invoice submitted before it will be submitted to the CMRS Subcommittee for review:

- *Company Name
- *Name of Contact Person
- *Company Mailing Address
- *Company Telephone Number
- *Company Federal Identification Number
- *Federal Communications Commission (FCC) License Number
- Date of each expenditure
- Detailed listing of expenditures being submitted for reimbursement, including a brief justification for the expenditures (specify whether each expense is related to Phase I or Phase II implementation).

Address:

Invoices may be submitted by mail, fax, or e-mail to the following location:

Ms. Denise Fox
Uniform Services Bureau
Michigan State Police
714 S. Harrison Rd.
East Lansing, MI 48823
Fax: (517) 336-6551
E-Mail: FoxDA@state.mi.us

Deadlines for Submitting Invoices:

Invoices may be submitted at any time. The ETSC meets at least four times per year. The CMRS Subcommittee will meet within one month prior to each ETSC meeting to review invoices and prepare recommendations to be submitted to the full committee for approval.

***NOTE:** As provided by P.A. 78 of 1999, the staff assigned by the Michigan State Police to assist the committee shall remove all information that identifies the CMRS supplier submitting the invoice before the invoice is review by the CMRS Subcommittee.

P.A. 78, Section 410 (5) states, "Specific information submitted by a CMRS supplier under this section is exempt from the freedom of information act, 1976 PA 442, MCL 15.231 to 15.246, and shall not be released by the chairperson or any member of the committee or their staff without permission of the CMRS supplier that submitted the information. However, the information submitted by CMRS suppliers under this section may be released in the aggregate if the number of CMRS users or the expenses and revenues of a CMRS supplier cannot be identified."

3/20/2000

**Emergency Telephone Service Committee
CMRS SUBCOMMITTEE**

RULES OF ORDER

- A majority of the subcommittee members constitute a quorum for the purpose of conducting business and exercising the powers of the subcommittee.
- Official action may be taken upon a vote of a majority of the subcommittee members. The chairperson shall not have a vote unless the other members of the subcommittee cast a tie vote.
- Information submitted to this subcommittee by CMRS suppliers is exempt from the Freedom of Information Act and shall not be released by the chairperson or any member of the committee or their staff without the permission of the CMRS suppliers that submitted the information. Information submitted by CMRS suppliers may be released in the aggregate if the number of CMRS users or the expenses and revenues of a CMRS supplier cannot be identified.

SUBCOMMITTEE CHARGE

- Review invoices submitted by CMRS suppliers for reimbursement from the CMRS emergency telephone fund in accordance with the wireless emergency service order and the emergency telephone service enabling act.
- Make recommendations to the ETSC regarding approval or disapproval of payment on invoices. The subcommittee may recommend to the committee approval of payment of an expense of a CMRS supplier before the expense is incurred.

ETSC CHARGE

- Upon receipt of the recommendations from the subcommittee, the ETSC shall review and approve or disapprove the invoices and authorize payment of approved invoices.

STATE POLICE STAFF CHARGE

- Remove all information that identifies the CMRS supplier submitting the invoice prior to review by the subcommittee.

PARAMETERS FOR APPROVAL OF INVOICES

- CMRS suppliers may use money received from the fund for monthly recurring costs, start-up costs, and nonrecurring costs associated with installation, service, software, and hardware necessary to comply with the wireless emergency service order and the emergency telephone service enabling act.
- An invoice shall not be approved for payment of either of the following:
 - A. An expense that is not related to complying with the wireless emergency service order and the emergency telephone service enabling act.
 - B. An expense that exceeds 125% of the CMRS emergency telephone charges submitted by a CMRS supplier unless the expense was recommended for approval by the CMRS Subcommittee before the expense was incurred.
- If the total amount from the invoices approved for payment exceeds the amount remaining in the fund in any quarter, all CMRS suppliers that have submitted invoices and that are approved by the committee to receive payment shall receive a pro rata share of the money in the fund that is available in that quarter. Any unpaid balance shall be carried over to the following quarter until all approved payments are made.

States with 9-1-1 Wireless Surcharges

Alabama	\$.70
Arizona	\$.20
Arkansas	\$.50
California	\$.72 of 1% of bill
Colorado	\$.70 maximum
Connecticut	\$.50
Florida	\$.50
Georgia	\$1.00 Phase I; \$1.50 Phase II
Indiana	\$1.00
Iowa	\$.50
Kentucky	\$.70
Louisiana	\$1.00 residential; \$2.00 business
Maine	\$.32
Maryland	\$.60
Michigan	\$.55
Minnesota	\$.08 - \$.30
Mississippi	\$1.00
Missouri	\$.50
Montana	\$.25
New Hampshire	\$.42
New York	\$.70
North Carolina	\$.80
North Dakota	\$1.00
Oregon	\$.75
Rhode Island	\$.47
South Carolina	\$.58
Tennessee	\$.85 Phase I; \$1.00 Phase II
Texas	\$.50
Utah	\$.53
Virginia	\$.75
Washington	\$.70
West Virginia	\$.75

Compiled by MSP through Internet research; 4/14/2000

STATE OF MICHIGAN



JOHN ENGLER, Governor
EMERGENCY TELEPHONE SERVICE COMMITTEE
714 South Harrison Road, East Lansing, Michigan 48823

Generic copy of letter sent to all Michigan County Boards of Commissioners, with the exception of Gogebic and Ontonagon*

March 28, 2000

P. A. 78 of 1999 requires the Emergency Telephone Service Committee (ETSC) to certify annually to the Department of Treasury which counties have a final 9-1-1 plan in place. Only those counties certified by the ETSC will be eligible to receive wireless E9-1-1 funds for that year.

At its March 15, 2000 meeting, the ETSC formally addressed the certification of counties for the first year's distribution of funds. In accordance with P.A. 78, for this first year only, every county submitting a final 9-1-1 plan will be certified by the ETSC as eligible to receive funds.

The ETSC has received a copy of your county's final 9-1-1 plan and has certified (County) eligible to receive wireless E9-1-1 funds for a one-year period. Should your county wish to receive these funds, please forward a request to the Office of Revenue and Tax Analysis, Department of Treasury, 430 West Allegan Street, Lansing, Michigan, 48922, no later than **April 30, 2000**. A sample letter is enclosed for your reference.

To be certified in the second and subsequent years, a county must have in place a final 9-1-1 service plan that includes implementation and compliance with the wireless emergency service order and 1986 P.A. 32, as amended. Counties that amend their plan to come into compliance must submit a copy of their updated plan to the ETSC by April 30, 2001, to be certified eligible to receive funds for the second year of distribution.

As provided in 1986 P.A. 32, as amended, Section 409 (1), wireless E9-1-1 funds ". . . shall only be used to implement the wireless emergency service order and this act. Money expended under this subdivision for a purpose considered unnecessary or unreasonable by the committee or the auditor general to implement the wireless emergency service order and this act shall be repaid to the fund." The Emergency Telephone Service Committee will periodically request from your county a report of expenditures for auditing purposes or for inclusion in the Fund's annual report to the Legislature.

Sincerely,

STEPHEN D. MADDEN, LT. COLONEL
Chair, Emergency Telephone Service Committee

pc: County Comptroller
PSAP Directors

***As of March 28, 2000, it is anticipated that Ontonagon County will be certified on May 10, 2000, and that Gogebic County will not be certified this first year.**

Sample Letter

(Date)

Office of Revenue and Tax Analysis
Department of Treasury
430 West Allegan Street
Lansing, Michigan 48922

Attention: CMRS Emergency Telephone Fund

(County name) has been certified by the Emergency Telephone Service Committee as eligible to receive funds from the CMRS Emergency Telephone Fund for a one-year period. Please consider this letter as our request to be included in the first year's distribution from the Fund, to be made in quarterly payments.

As stated in 1986 P.A. 32, as amended, Section 409 (1), we acknowledge that these funds ". . . shall only be used to implement the wireless emergency service order and this act. Money expended under this subdivision for a purpose considered unnecessary or unreasonable by the committee or the auditor general to implement the wireless emergency service order and this act shall be repaid to the fund."

Sincerely,

STATE OF MICHIGAN



JOHN ENGLER, Governor
EMERGENCY TELEPHONE SERVICE COMMITTEE
714 South Harrison Road, East Lansing, Michigan 48823

March 28, 2000

To: Ontonagon County Board of Commissioners C/O Chairperson

P. A. 78 of 1999 requires the Emergency Telephone Service Committee (ETSC) to certify annually to the Department of Treasury which counties have a final 9-1-1 plan in place. Only those counties certified by the ETSC will be eligible to receive wireless E9-1-1 funds for that year.

At its March 15, 2000 meeting, the ETSC formally addressed the certification of counties for the first year's distribution of funds. In accordance with P.A. 78, for this first year only, every county submitting a final 9-1-1 plan to my office by May 10, 2000, will be certified by the ETSC as eligible to receive funds. It is our understanding that the Ontonagon County 9-1-1 plan will be submitted to the County Board for approval on May 9. Should the plan receive Board approval on that date, I ask that you fax a copy of it to my office (fax 517-336-6551) on May 10 so that we can certify to the Department of Treasury your eligibility to receive funds this first year.

Additionally, you must indicate your willingness to receive these funds by submitting a written request to the Office of Revenue and Tax Analysis, Department of Treasury, 430 West Allegan Street, Lansing, Michigan, 48922, no later than **April 30, 2000**. A sample letter is enclosed for your reference.

To be certified in the second and subsequent years, a county must have in place a final 9-1-1 service plan that includes implementation and compliance with the wireless emergency service order and 1986 P.A. 32, as amended. Counties that amend their plan to come into compliance must submit a copy of their updated plan to the ETSC by April 30, 2001, to be certified eligible to receive funds for the second year of distribution.

As provided in 1986 P.A. 32, as amended, Section 409 (1), wireless E9-1-1 funds ". . . shall only be used to implement the wireless emergency service order and this act. Money expended under this subdivision for a purpose considered unnecessary or unreasonable by the committee or the auditor general to implement the wireless emergency service order and this act shall be repaid to the fund." The Emergency Telephone Service Committee will periodically request from your county a report of expenditures for auditing purposes or for inclusion in the Fund's annual report to the Legislature.

Sincerely,

STEPHEN D. MADDEN, LT. COLONEL
Chair, Emergency Telephone Service Committee

pc: County Comptroller
PSAP Directors
Lt. Aaron Sweeney

Sample Letter

(Date)

Office of Revenue and Tax Analysis
Department of Treasury
430 West Allegan Street
Lansing, Michigan 48922

Attention: CMRS Emergency Telephone Fund

Ontonagon County anticipates being certified by the Emergency Telephone Service Committee on May 10, 2000, as eligible to receive funds from the CMRS Emergency Telephone Fund for a one-year period. Please consider this letter as our request to be included in the first year's distribution from the Fund, to be made in quarterly payments.

As stated in 1986 P.A. 32, as amended, Section 409 (1), we acknowledge that these funds ". . . shall only be used to implement the wireless emergency service order and this act. Money expended under this subdivision for a purpose considered unnecessary or unreasonable by the committee or the auditor general to implement the wireless emergency service order and this act shall be repaid to the fund."

Sincerely,

STATE OF MICHIGAN



JOHN ENGLER, Governor
EMERGENCY TELEPHONE SERVICE COMMITTEE
714 South Harrison Road, East Lansing, Michigan 48823

March 28, 2000

To: Gogebic County Board of Commissioners C/O Chairperson

P. A. 78 of 1999 requires the Emergency Telephone Service Committee (ETSC) to certify annually to the Department of Treasury which counties have a final 9-1-1 plan in place. Only those counties certified by the ETSC will be eligible to receive wireless E9-1-1 funds for that year.

At its March 15, 2000 meeting, the ETSC formally addressed the certification of counties for the first year's distribution of funds. In accordance with P.A. 78, for this first year only, every county submitting a final 9-1-1 plan to my office by May 10, 2000, will be certified by the ETSC as eligible to receive funds.

To date, we have not received a final 9-1-1 plan from Gogebic County and we understand that your county does not anticipate having a final plan in place by the May 10, 2000 deadline. If this information is incorrect, please notify my office at 517-336-6163 at your earliest convenience. Absent such notification, Gogebic County will be ineligible to receive wireless funds for the first year of distribution.

To be certified in the second and subsequent years, a county must have in place a final 9-1-1 service plan that includes implementation and compliance with the wireless emergency service order and 1986 P.A. 32, as amended. Counties that amend their plan to come into compliance must submit a copy of their updated plan to the ETSC by April 30, 2001, to be certified eligible to receive funds for the second year of distribution.

Sincerely,

STEPHEN D. MADDEN, LT. COLONEL
Chair, Emergency Telephone Service Committee

pc: County Comptroller
PSAP Directors
Lt. Aaron Sweeney