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# System Plan for NG911 for Michigan

*CLEAR NG911 Working Group  
briefing to the SNC  
March 12, 2013*

# The Group Members

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## *Public Safety:*

- Jeff S. Barnes, Workgroup Chairman, Public Safety ED
- Gary Rosema, Sheriff, Ottawa County
- Kriste Etue, Director, Michigan State Police
- Chief Deputy Michelle Young, Kent County Sheriff's Department
- Rich Miller, LARA - State Fire Marshall
- Dale Gribler, Sheriff, Van Buren County, Chair – State 911 Committee

## *Technical Expertise:*

- Eric Swanson, Michigan Department of Technology, Management & Budget, Director - Center for Shared Solutions
- Bradley Stoddard, Michigan Department of Technology Management & Budget, Director - Michigan Public Safety Communications System

## *911 Administrators:*

- Harriet Miller-Brown, Michigan State Police, State 9-1-1 Administrator
- Tim Smith, Ottawa County 9-1-1, Director
- Robert Bradley, Charlevoix, Cheboygan, and Emmet County 9-1-1 (CCE), Director
- Patricia Coates, Oakland County – CLEMIS Administrator
- Pamela Matelski, Michigan State Police, Communications Manager
- Lisa Hall, Midland County 9-1-1, Director

# The Working Group's Mission

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*Formulate recommendations for improving Michigan's public safety communications systems including the implementation of Next Generation 911 (NG911) and the vision for improving communications, interoperability, and information sharing between public safety agencies statewide.*

# The Workgroup's Guiding Principle

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*“Start with a blank sheet of paper and design the best solution that improves the safety of the public.”*

# Deliverables Need Include:

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- Integrated plan promoting interoperability, next generation 911 and real-time information sharing
- Clearly defined service level expectations
- Governance Structure for strategic planning
- Proposed Funding Model
- Implementation Timeline
- Appropriate metrics and Goals

# An Overview of NG911, Public Safety Communications Evolution, and Convergence

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- NG911 is opening doors for innovation beyond the 911 network between the caller and the PSAP.
- Concept of Public Safety Ecosystem.
- At a national level, the country is seeing a convergence in public safety communications :
  - Development of Emergency Services IP-based Networks (ESInets)
  - FirstNet and the National Public Safety Broadband Network
  - Public Safety Land Mobile Radio Systems
  - Virtual PSAPs that can serve regardless of physical location
- Interoperability expands to include more than just voice-based radio systems:
  - CAD – Computer Aided Dispatch
  - RMS – Records Management System
  - PSAP telephony – Public Safety Answering Point telephony

# Service Level Expectations

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- The goal is to transition Michigan's current state 911 network from a telephone-based, voice-only system into a fully interoperable, internet protocol (IP) based, multimedia NG911 system capable of supporting a variety of different communication devices and protocols.
- The workgroup created a list of user needs and expectations surrounding this network. The list represents the initial capabilities and functionalities desired and expected of a standards-based NG911 system. It includes:
  - *Public Safety 9-1-1 Service (PSAP) Needs & Expectations*
  - *Law Enforcement, Fire, and EMS Needs & Expectations*
  - *Public Needs & Expectations*

# Community Needs and Expectations

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- Same level of 911 access and service regardless of location or device
- High standards and requirements
- Reliable equipment and processes especially during critical events and disasters
- Ability to receive warning notifications on social media and multimedia devices
- Equal access for special needs community

# In a NG911/Public Safety Broadband World...

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- **Increase Responder Safety**
  - Bio-Sensors
  - Building sensors for imminent collapse
  - Gunshot notifications
  - Live camera monitoring
  - Transportation Operation systems
  - Reporting/Information collection for long term effects of exposure
- **Enhance Ability to Protect Life and Property**
  - Advanced roadway technology
  - 'Smart' buildings
  - Vehicle Telematics
- **Improve Interoperability**
  - Call transfer
  - Live Mapping
  - Mutual Aid communications
- **Improve Response Times**
  - Geo-Location information
  - Building sensors
  - Real time public notifications
  - Traffic signal pre-emption

# Governance

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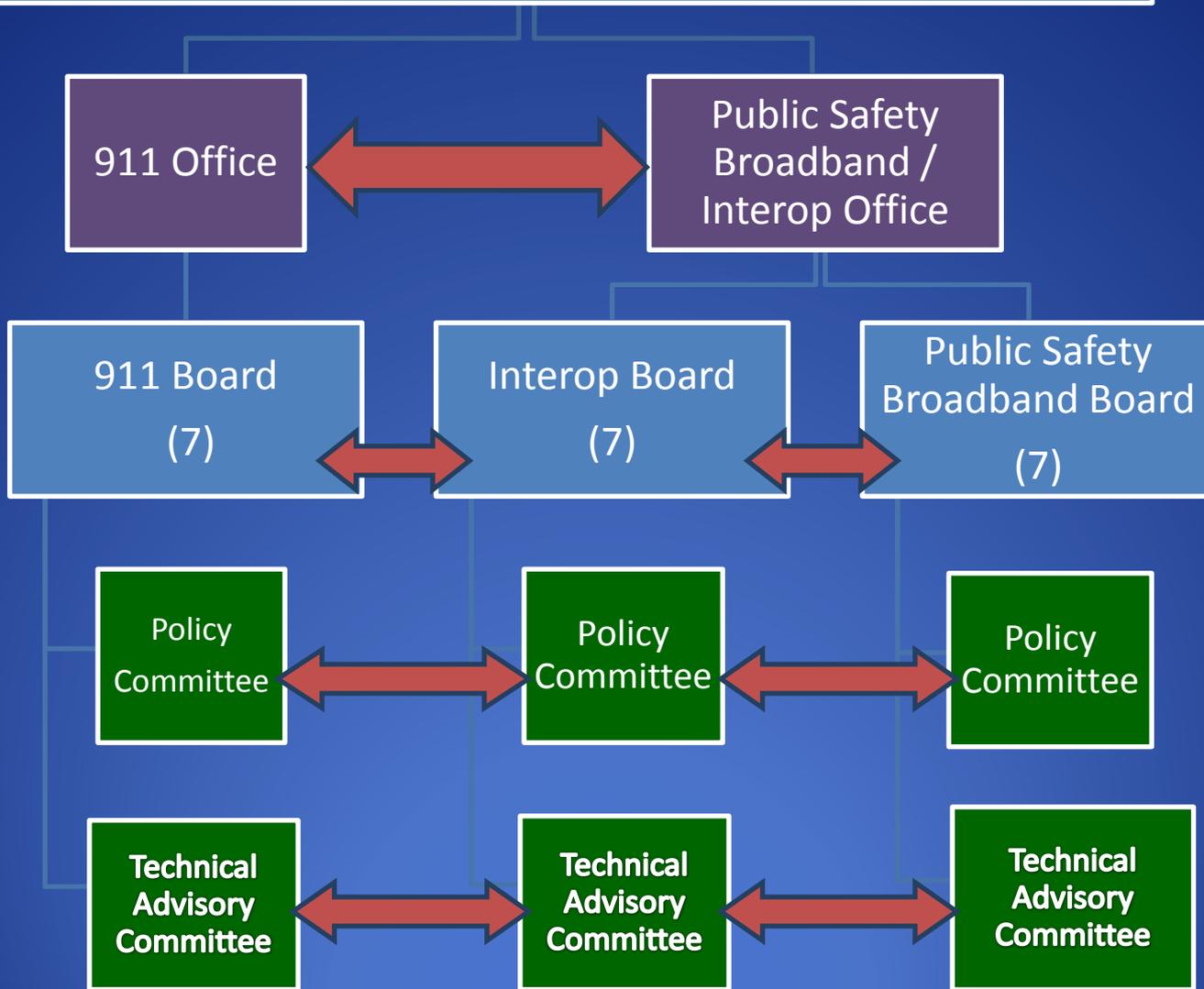
*What governance model would best facilitate Michigan's movement toward NG911?*

*And do other factors in the emergency communications landscape affect this?*

# Emergency Communications Commission

- A new structure with a broad governing board that encompasses public safety communications should be established. Its mission and authority would include:
  - *Design, procure, and enter into agreements*
  - *Manage interconnections between the ESI-nets*
  - *Set system standards*
  - *Request information*
  - *Adjust the levels of distribution of the state 911 fee*
  - *Oversee the remittance and use of 911 funds*
  - *Tie state-based funding to compliance to standards and meeting deadlines*
  - *Set systems in place to promote and facilitate effective interoperability between public safety agencies.*
- The ECC membership will be a broad representation of 911, emergency responders, and technical expertise.

# Emergency Communications Commission



# Emergency Communications Commission

## Support and Coordination Offices

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There would be two key offices that report to and support the mission of the Emergency Communications Commission (ECC):

### The State 911 Office

- ***The 911 Office's responsibilities would include:***
  - 911 fund oversight
  - Coordination of the ESInets and ESInet standards compliance
  - Dispatcher training funds program
  - Oversee cost recovery for service providers
  - County and PSAP compliance reviews
  - Legislative reporting
  - Support to local government and the PSAP community
  - ECC grant and program implementation
  - Point of contact to reporting to federal entities (such as the FCC, NTIA, and NHTSA) on Michigan's efforts and status's on NG911 activities.

# Emergency Communications Commission Support and Coordination Offices

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## The State Public Safety Broadband/Interoperability Office

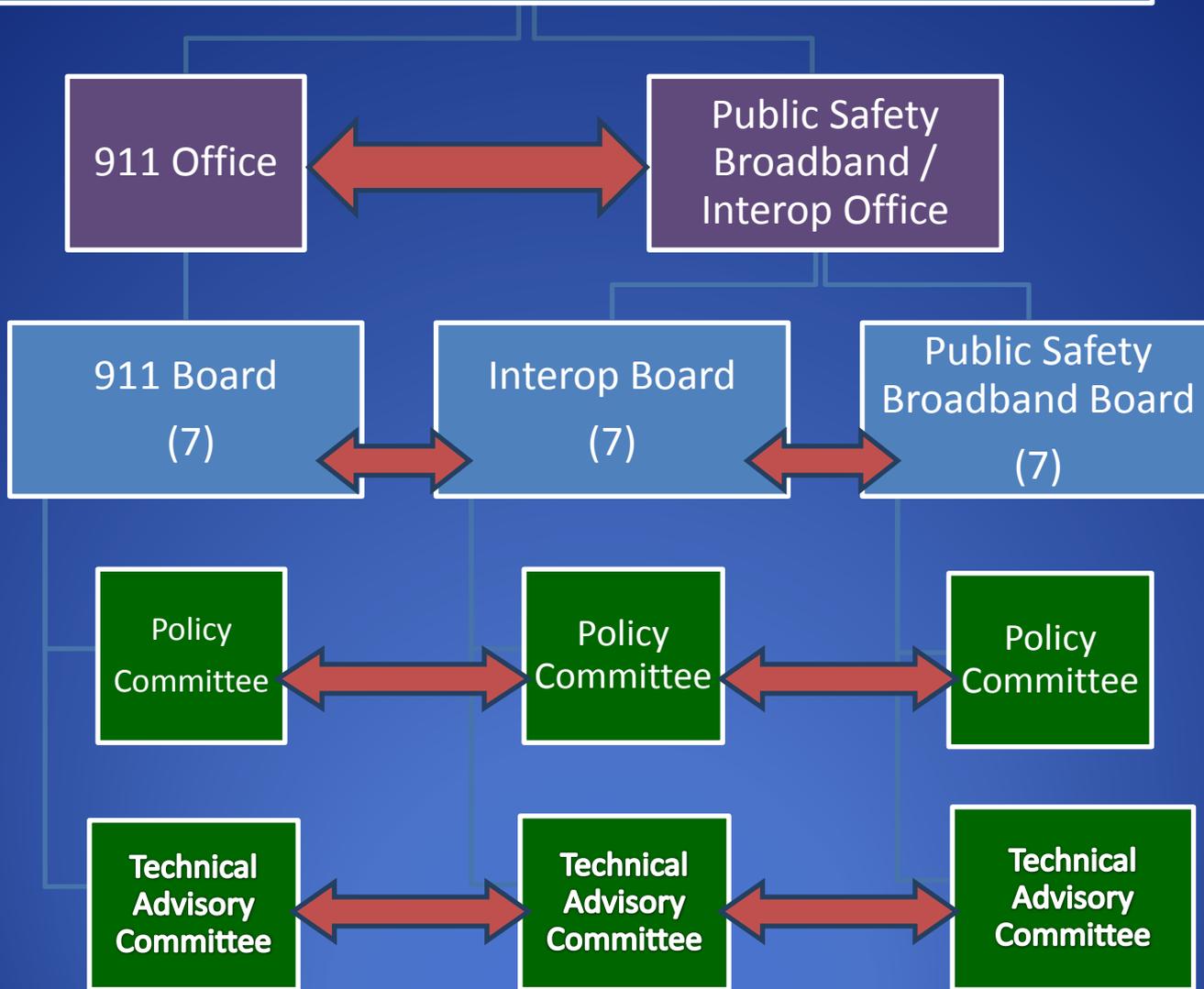
- *The Public Safety Broadband/Interoperability Office's responsibilities would include:*
  - Coordinate and collaborate with public safety across all levels of government
  - Implement a statewide strategic vision for interoperability and public safety broadband
  - Oversee the daily operation of the state's interoperability efforts
  - Coordinate interoperability and public safety broadband projects
  - Maintain governance structures and assembling necessary working groups to develop and implement key strategic initiatives
  - Develop recommendations to be presented to the ECC for incorporation into statewide strategic plans and policies
  - Point of contact to reporting to federal entities (such as DHS Office of Emergency Communications and FEMA) Michigan's efforts and status on nationwide initiatives

# Emergency Communications Commission Advisory Boards

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- The (ECC) would be served with three core advisory committees :  
One for 911, one for Interoperability, and one for Public Safety Broadband.
- These core boards serve as authoritative advisory boards to the ECC.
  - The 911 Board would be served by the State 911 Office.
  - The Interoperability Board would be served by the Interoperability/Public Safety Broadband Office.
  - The Public Safety Broadband Board (PSBB) would be served by the Interoperability/Public Safety Broadband Office.
- Staffing at the three board levels would support the technology and policy for migration to statewide NG911, Interoperability, and public safety broadband.
- Proposed membership of the three core ECC advisory boards would likely see overlapping membership of some stakeholders.

# Emergency Communications Commission



# Planning Factors for Funding Model

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**Key Question:** *Should the current 911 fees and surcharge mechanisms remain in place?*

**Local 911 Surcharges?** Yes, there should be no changes to local surcharge or millage language.

**Technical Surcharge?** The technical surcharge should be eliminated over time (as was done with wireless cost recovery) and a common network fund, supported by all devices, should be created (similar to the cost recovery for wireless Phase I and II). The common costs of the legacy network would be paid out of this fund as would the new NG911 network.

**State 911 fee?** Yes, but modify the amount and distribution formula as well as provide statutory protections for its use.

# Planning Factors for Funding Model

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## *Considerations and evaluation of the State 911 fee:*

- The revenue generated by the retail collection of prepaid is not yet known.
- Projected distribution goals would be:
  - Keep the counties whole to their current state 911 funding
  - Service provider MPSC U-14000 allocation will be pooled into common network costs and Innovation and Efficiency / Interoperability/NG911 (IEIN) Fund
  - PSAP Training: Increase slightly
  - MSP PSAPs: Remain at current levels
  - 911 Office: Increase commensurate with restructure and additional duties

# Planning Factors for Funding Model

**IEIN Fund:** For the creation of the Innovation /Efficiency / Interoperability/NG911 Fund. These funds would be reserved for:

- Grants for CPE, Hosted remote solutions, and other technologies defined and approved of by the ECC
- Grants for Efficiency Efforts/Regional Plans
- NG911 Network Costs
- Common legacy network costs
- Statewide public safety interoperability

***Statutory protections would need to be in place to prevent re-appropriation and unauthorized use.***

- Excess funds above the distributions to counties, PSAPs, 911 Office, and MSP would be put into the IEIN Fund
- Any annual carryover would follow IEIN Fund

# Planning Factors for Funding Model

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## *Additional Funding Factors:*

- Counties would be left whole relative to their current distributions from state.
- There would need to be a plan developed and a mechanism in place to partner for costs to bring in networks/ESInets currently being developed.
- Additional collaboration needed with the telco industry on the migration away from the technical surcharge.
- The ECC would have the authority to modify the distribution levels with statutory biennial reporting requirement to the Legislature its process of evaluating and setting the distributions.

# Proposed timeline for NG911 Transition

- The implementation plan for NG911 requires that an interrelated set of changes be set in motion, these include:
  - The amendments to P.A. 32 of 1986 (the guiding statute for 911 in Michigan) such as:
    - Creation of the ECC and its authority
    - Statutory protection for the 911 fees
    - The adoption of policy changes requiring 911 services and capabilities
  - Other changes in the statute will need to address the expansion of network communication beyond telephony-based service providers

**Recommendation:** *The series of events and tasks recommended by the working group must begin at the onset of 2013 and be accomplished over the next five years in order to achieve the full benefits of an integrated interoperable NG911 public safety communications system for Michigan by the end of 2018.*

# Additional Key Points

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- Rule making that is currently with MPSC would be moved to the ECC.
- Interoperability needs to be redefined and identified in statute.
- Michigan must be well-prepared to take advantage of foreseeable funding opportunities that will be available through federal public safety programs funded under the Middle Class Tax Relief and Jobs Creation Act of 2012. These and other opportunities should be monitored by the offices accountable to the ECC and thoroughly explored as developments occur.



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*Questions?*