



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

**2008
Report to the Michigan Legislature**

Enhanced 9-1-1

**Emergency Telephone Service Enabling Act
MCL 484.1101 et seq.**



August 1, 2008

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**Emergency Telephone Service Committee
2008 Report to the Michigan Legislature
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JENNIFER M. GRANHOLM
GOVERNOR

State of Michigan
EMERGENCY TELEPHONE SERVICE COMMITTEE
East Lansing

DALE GRIBLER
CHAIR

July 31, 2008

Dear Michigan Legislators:

The past twelve months have been full of activity for Michigan's 9-1-1 system. The December 21, 2007 enactment of Public Act (PA) 164 and PA 165 saw the onset of several significant changes for 9-1-1 in our state. The primary change was the funding mechanisms of Michigan's 9-1-1 systems. On July 1, 2008 the state-based wireless 9-1-1 surcharge of 29 cents became a state-based "all device" 9-1-1 surcharge of 19 cents and the counties' ability to collect a 9-1-1 surcharge on landlines was changed to an "all device" 9-1-1 surcharge. Additionally, PA 164 required the new county 9-1-1 surcharges be approved by the Michigan Public Service Commission (MPSC) by March 11, 2008.

Upon PA 164 and PA 165 becoming effective, the Emergency Telephone Service Committee (ETSC), its Certification Subcommittee, and the State 9-1-1 Office worked quickly to begin implementing the new provisions. This included: issuing a written summary of the changes, notifying communications providers of the surcharge changes, establishing deadlines for the steps to implementation, and developing an application and review process for counties seeking approval of their new surcharges by the MPSC. With these activities completed and initial implementation established, the ETSC has moved on to other provisions of PA 164 and 165.

PA 165 provided the MPSC, in consult with the ETSC, with rule making authority to establish standards for: 1) training 9-1-1 operators in Michigan, 2) uniform protocols for 9-1-1 centers, and 3) the delivery of 9-1-1 location information from multi-line telephone systems. Initial steps and meetings to outline the course of action for this process have begun and will continue throughout this year. Further provisions in PA 164 allocated \$500,000 to conduct a comprehensive feasibility study on an IP-based 9-1-1 system in Michigan. The procurement of a qualified contractor for the study is underway. As technology opens more doors to sources of communication, such as text messaging and telematics, so does the need for a platform to move Michigan into a "next generation" 9-1-1 network. That network will need to be redundant, flexible, and capable of processing 9-1-1 calls made through multiple modes of technology.

In addition to advancing Michigan 9-1-1 for the long range, the ETSC continued its progress in both enhanced landline and wireless 9-1-1. All 83 counties are capable of processing wireless 9-1-1 calls as Phase II. On May 21, 2008 Baraga County went live with its enhanced 9-1-1 system for landline telephones, making all the counties in Michigan enhanced 9-1-1. Additionally, Mackinac Island continues to work towards enhanced 9-1-1 for landline phones (please note - Mackinac Island has Phase II for wireless and basic 9-1-1 for all landlines.)

As the chair of the committee designated by statute to guide 9-1-1 in Michigan, I want to close by saying that we appreciate your work towards making Michigan a safe place to live and work. We ask for your continued support in our endeavors to keep Michigan's 9-1-1 system strong and moving forward as the ETSC looks forward to working with you in the months ahead to address issues such as the approaching sunset date of February 28, 2009 on the 9-1-1 Act.

Sincerely,

A handwritten signature in black ink, appearing to read "Dale Gribler".

Dale Gribler, Chair
Emergency Telephone Service Committee

**REPORTING REQUIREMENTS OF THE
EMERGENCY TELEPHONE SERVICE ENABLING ACT**

MCL 484.1412 Report on 9-1-1 system and charge

Section 412 states: (1) The committee shall make a report annually on the 9-1-1 system in this state and the state and county 9-1-1 charge required under sections 401, 401a, 401b, 401c, 401d, and 401e and distributed under section 408 not later than August 1 of each year. The report shall include at a minimum all of the following:

- (a) The extent of emergency 9-1-1 service implementation in this state.**
- (b) The actual 9-1-1 service costs incurred by PSAPs and counties.**
- (c) The state 9-1-1 charge required under section 401a and a recommendation of any changes in the state 9-1-1 charge amount or in the distribution percentages under section 408.**
- (d) A description of any commercial applications developed as a result of implementing this act.**
- (e) The charge allowed under sections 401a, 401b, 401c, 401d, and 401e and a detailed record of expenditures by each county relating to this act.**

This information was requested from counties and CMRS suppliers via correspondence sent on May 9, June 9, and June 18, 2008. What follows is the Emergency Telephone Service Committee's compilation of responses received.

A. The extent of emergency 9-1-1 service implementation in this state.

All of Michigan's 83 counties are both Phase I and Phase II compliant. In regards to Phase II service, there are counties that may have wireless providers still in the process of Phase II deployments. Additionally, areas of ongoing implementation will occur as new providers enter areas and existing carriers expand their present coverage areas. A status report listing CMRS implementation by county is contained in Appendix 4. As of May 21, 2008, all counties are delivering Enhanced 9-1-1 on both wireless and landline communications. (Mackinac Island currently provides Phase II (enhanced) 9-1-1 for wireless callers and is in the process of implementing landline 9-1-1).

B. The actual 9-1-1 service costs incurred by PSAPs and counties.

Each county was asked to report actual Phase II implementation costs and any other allowable 9-1-1 fund expenditures for calendar year 2007. A detailed list of responses can be found in Appendix 2. Overall, counties received \$16,946,721.85 in wireless funding during calendar year 2007 and \$54,539,248.93 in landline funding during 2007. Counties reported \$1,354,874.29 on Phase II, and \$28,965,690.10 in other 9-1-1 allowable expenditures. (Some of these expenditures were made with wireless funds carried over from the previous year.)

C. The state 9-1-1 charge required under section 401a and a recommendation of any changes in the state 9-1-1 charge amount or in the distribution percentages under section 408.

There is currently an MPSC Docket on this matter (U-15552). Comments were due no later than July 3, 2008. The State 9-1-1 Committee (ETSC) made a recommendation that no changes in the surcharge be made. The State 9-1-1 Committee's comments which were filed on July 2, 2008, can be found in Appendix 13.

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

No CMRS providers reported any commercial applications in 2007.

E. The charge allowed under sections 401a, 401b, 401c, 401d, and 401e and a detailed record of expenditures by each county relating to this act.

County reports indicate the total annual cost of 9-1-1 operations in Michigan to be over \$203,502,587.01. Of this, approximately \$16,946,721.85 came from wireless surcharge funding. Of the Michigan PSAPs capable of counting their call volumes, an average of 50% of all calls to 9-1-1 came from wireless phones. A detailed record of expenditures is set forth in Appendix 2

**Emergency Telephone Service Committee
2008 Report to the Michigan Legislature
OBJECTIVES for 2007-2008**

It has been a year full of activity for the State of Michigan's 9-1-1 system. This report contains information on 9-1-1 between January of 2007 to the present, reflecting the progress of our state's 9-1-1 system and the migration of one funding distribution system to another. The 2007 amendments (PA 164 and PA 165 of 2007) to the Act, which became effective December 21, 2007, set out new requirements and responsibilities for the ETSC and the State 9-1-1 Office. This included the move of the certification of dispatcher training courses from MCOLES to the ETSC, the creation of a centralized point for notification of initial 9-1-1 surcharges and future changes in them, and the coordination of a feasibility study for an IP-based 9-1-1 system in Michigan.

All eighty-three Michigan counties were Phase II compliant and deployed with Phase II E9-1-1. On May 21, 2008, Baraga County brought its enhanced 9-1-1 landline service up, making E9-1-1 available in all Michigan Counties. (Mackinac Island currently has basic 9-1-1 service for landline customers.)

On June 3, 2005 the FCC released FCC Order 05-116 in regard to 9-1-1 services on Voice over Internet Protocol (VoIP). The order requires 9-1-1 calls on VoIP be delivered to PSAPs with location and call-back number information. At its December 2005 meeting, the ETSC issued a set of guidelines for use by both the PSAPs and the VoIP providers to facilitate consistency in deployment of VoIP 9-1-1 service. Most VoIP companies deliver E9-1-1 through Voice Positioning Center companies (VPCs). Currently, there are four known VPCs contracting with VoIP services to facilitate deployment of E9-1-1. The following VPCs have deployed E9-1-1 effective as of June 20, 2008:

Vonage has deployed E9-1-1 for all the PSAPs in Michigan (using both TCS and Intrado as VPCs). TCS has deployed 170 PSAPs with E9-1-1 for its non-Vonage VoIP services. Intrado has deployed 144 PSAPs for its other (non-Vonage) VoIP services. HBF has deployed 155 PSAPs in Michigan. VIXXI has deployed 76 PSAPs in Michigan.

Other goals of the ETSC include the comprehensive collection of data as to costs for 9-1-1 operations throughout the state, data collection as to the volume of work performed by PSAPs, and providing policy makers with the data necessary to make sound decisions relevant to Michigan's 9-1-1 programs.

Ongoing work of the ETSC, its subcommittees, and the State 9-1-1 Office include:

IP-Based 9-1-1 Network Feasibility Study	Developing Communications Provider Data Base
PSAP Best Practices/Standards	Reporting Compliance for Funding and Policy
Recommendation for Minimum Standards for 9-1-1 Dispatcher Training	

Other work of the ETSC, its subcommittees and the State 9-1-1 office throughout 2007 included:

Enhanced accountability and reporting for wireless training funds with the requirement of a time limit for fund use (i.e. time parameters now required for fund use or return money to training fund).

The adoption of ETSC recommended guidelines for the deployment of telematics access to 9-1-1 trunks for routing emergency calls.

Coordination with the Michigan Public Service Commission and the counties with initial application for new surcharges as required by PA 164 of 2007.

Notification to communication providers of statutory changes under PA 164 and 165 of 2007.

**Emergency Telephone Service Committee
2008 Report to the Michigan Legislature
DEPARTMENT OF STATE POLICE REPORT**

3 Cent Fund

For the first two years of wireless act, Michigan's 9-1-1 wireless surcharge (2000/2001) was \$.55 per month. During that time, \$.03 was set aside for use by the Michigan State Police (MSP) "to fund priority issues of 9-1-1 coverage."

MSP retained Schumaker and Company of Ann Arbor, Michigan, to assist in the preparation of an objective needs assessment, an overall financial disbursement strategy, and a proposal submission form which was widely distributed to the 9-1-1 community. Evaluation of the proposals was done with the assistance of a working committee comprised of representatives from the PSAP community. Each recipient is required to submit a quarterly status report, with a final report once their project is up and running. On-site audits of completed projects are conducted by the 9-1-1 State Administrator to assure funding has been used in the appropriate form.

In 2004, the following projects received funding from the 3 Cent Fund; their present status is as follows:

FINAL DISBURSEMENT OF 3 CENT FUNDS

MSP Negaunee Regional Dispatch Center – UP wireless 9-1-1 implementation in 8 counties	\$213,096.67	Project and on site review completed 2004
Delta County Central Dispatch – Upgrade 24 year old 9-1-1 hardware system to become Phase II wireless compliant by installing LifeLine 100 system	\$110,338	Project and on site review completed 2006
Lake County 911 Central Dispatch – Putting Lake County on MAP by furthering mapping project in which Lake County would take data already collected and integrate it into 9-1-1 system	\$57,175	Project and on site review completed 2007
Alger E9-1-1 – GIS mapping	\$20,750	Project and on site review completed 2005
Houghton County Central Dispatch – Basemap creation for Phase II implementation	\$59,769	Project in progress
MSP2 (CTI Equipment) – ANI/ALI E911 CTI equipment for 2 of 7 MSP dispatch centers (Detroit and Gaylord), specifically for 10 of 35 consoles	\$345,600	Gaylord project and on site review completed 2008 Detroit project in progress
Wexford County Central Dispatch – Computer-aided dispatch/mapping project	\$283,545	Project and on site review completed 2006
Grand Traverse County Central Dispatch – Replacement of 9-1-1 and radio equipment, allowing mapping and compliancy to Phase II wireless	\$703,969	Project and on site review completed 2006
Macomb County Sheriff's Department – Upgrade emergency telephone services to Lifeline 100 with existing keyphones	\$73,547.25	Project and on site review completed 2005
Total	\$1,867,789.92	

Upper Peninsula Dispatching

The Michigan State Police 8th District Regional Dispatch Center (NARD), located in Negaunee, provides full dispatching services for the following counties:

Mackinac	Luce	Keweenaw
Ontonagon	Schoolcraft	Houghton
Gogebic	Baraga County (as of May 21, 2008)	

In April of 2006 the Baraga County Board of Commissioners voted to implement enhanced 9-1-1 services for landline phone services within the county. The project went “live” on May 21, 2008. NARD serves as the primary PSAP for Baraga County’s 9-1-1 call-taking and emergency dispatching services for both landline and wireless 9-1-1.

From January 1, 2007 through December 31, 2007, NARD answered 29,656 landline 9-1-1 calls and 11,479 wireless 9-1-1 calls.

MSP Detroit Metro-Area Wireless 9-1-1 Services

At times wireless 9-1-1 calls cannot be processed directly to local PSAPs for reasons that include trunk loading and network outages. The MSP 2nd District Regional Dispatch Center (SDRD) in Detroit serves as one of the default routing points for these calls in the Detroit Metro area. From January 1, 2007 through December 31, 2007, SDRD answered 89,801 wireless 9-1-1 calls.

MSP Rockford Wireless 9-1-1 Services

The Kent County 9-1-1 Plan has designated two wireless PSAPs for wireless 9-1-1 call answering. Grand Rapids Police Department answers the calls for that city and the MSP 6th District Regional Dispatch Center (RARD) in Rockford answers the calls for the remainder of county. From January 1, 2007 through December 31, 2007 RARD answered 128,535 wireless 9-1-1 calls.

Administrative Services Bureau

The Administrative Services Bureau (ASB) Commander serves as the State Police representative to the ETSC. This representative also serves as the chair of the ETSC Legislative Action and CMRS subcommittees.

State 9-1-1 Administrator’s Office

Under the Act, the Michigan State Police is responsible for providing staff assistance to the Emergency Telephone Service Committee as necessary to carry out the committee’s duties. As 9-1-1 continued to grow and expand in Michigan, the need for a full-time state coordinator became a necessity. In August of 2004, a 9-1-1 state administrator and administrative support personnel were hired. The State 9-1-1 Administrator’s Office is housed within the ASB and reports to the Commander of the ASB.

Throughout 2007 the State 9-1-1 Office was actively involved in Michigan’s 9-1-1 system. Activities of the office have included: providing instruction and information regarding changes in the 9-1-1 Act, communicating other public safety/service organizations on matters related to wireless, landline and VoIP 9-1-1 issues; acting as the centralized point of information collection and distribution for Michigan 911; organize reporting systems for compliance and dispatcher training; providing data and research to the ETSC, its subcommittees, and work groups; 9-1-1 network upgrade and research, maintaining information on the ETSC web site; and serving as an informational resource for the 9-1-1 community and legislators, citizens, media, as well as members of state and local government.

The State 9-1-1 Administrator’s Office can be contacted by mail at: 714 S. Harrison Rd., East Lansing, MI 48823; telephone at (517) 336-2666; or visit the ETSC’s web site at: www.michigan.gov/msp-etsc.

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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 Communication Service Suppliers/Resellers (CSSR) and Commercial Mobile Radio Service Suppliers (CMRS); making distributions to the counties, local exchange providers, and the Public Safety Answering Points (PSAPs) as directed by the committee; and accounting for these transactions.

The ETSC and the Office of Revenue & Tax Analysis (Treasury) identified the CSSR and CMRS that had customers conducting business in Michigan. As of June 2008, there are an estimated 471 CSSR or CMRS operating in Michigan.

Cash Receipts from CMRS suppliers and interest earnings for Fiscal Year 2008 through June 30, 2008, total \$16.4 million. Treasury's Bureau of Investments invests the account balances as part of the State's common cash fund.

Effective January 1, 2008, P.A. 165 of 2007, MCL 484.1408 modified the distribution of funds from a distribution method based on rates to a distribution method based on percentages.

Treasury processes four types of payments for this program. These payments were modified with the implementation of P.A. 165 of 2007, which was effective January 1, 2008.

1. & 2. Prior to the implementation of P.A. 165 of 2007, county payments were disbursed on a quarterly basis funded by the 10-cent and 15-cent portion of the fee.

Effective January 1, 2008, 82.5% of the money deposited in the Emergency 9-1-1 fund will be disbursed on a quarterly basis to counties that have a final 9-1-1 plan in place. 40% of the 82.5% is distributed on an equal basis to each qualifying county, and 60% is distributed on a population per capita basis to each qualifying county.

3. Prior to the implementation of P.A. 165 of 2007, CMRS Supplier Reimbursement payments were made to CMRS suppliers for providing and installing equipment that implemented the wireless emergency service order and PA 79 of 1999, as amended. In addition, payments were being made for reimbursements in accordance with the Michigan Public Service Commission's (PSC) June 29, 2004 order in Case No. U-14000 for wireless emergency service costs recoverable pursuant to 2003 PA 244, MCL 484.1408(11). As of June 30, 2008, a balance of \$19.4 million remains in the fund for disbursement.

With the implementation of P.A. 165 of 2007, 7.75% of the money deposited into the Emergency 9-1-1 fund is available for payments to local exchange providers for costs related to wireless emergency service.

4. Public Safety Answering Points (PSAP) training fund payments were funded by the 1½-cent portion of the fee prior to the implementation of P.A. 165 of 2007. Effective January 1, 2008, these payments are funded by 6% of the money deposited into the Emergency 9-1-1 fund. The twelfth PSAP training fund payment was made in November 2007; \$565,628 was distributed to 108 PSAPs. The thirteenth PSAP training fund payment was made in May 2008; \$592,132 was distributed to 115 PSAPs. The next disbursement will occur in the early fall of 2008.

The system to make disbursements to the counties and the PSAPs is a modification to the State Revenue Sharing system.

CONTACT:

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(as of July 2008)

**Emergency Telephone Service Committee
2008 Report to the Michigan Legislature**

COUNTY CERTIFICATION

The primary function of the Certification Committee is to ensure compliance with current legislation for the purpose of receiving state collected 9-1-1 funds by the counties in Michigan. Additionally, operational surcharge oversight is a priority for the Committee. In 2007, one quarterly payment was withheld from one county due to their incapability to properly process Phase II Wireless calls for service. This was rectified in a timely manner. 82 counties were certified for the first quarterly distribution and all 83 counties were certified for the remaining three quarterly distributions of operational wireless funds.

To review, compliance is a primary focus of the Certification Committee. Two methods are used in determining compliance. The first involves required reporting by the counties relating to their progress for implementation of services as required by PA 244 of 2003. The second is on-site investigations, also known as "Compliance Reviews", conducted by Committee members. Reviews are both random and "for cause".

During 2007, compliance reviews were completed for Alpena, Barry & Calhoun Counties. Compliance reviews of Newaygo and Crawford Counties were in progress during 2007.

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DISPATCHER TRAINING

MCL 484.1408 (6) (c) provides that 1-½ cents of each monthly service charge shall be available to PSAPs for training personnel assigned to 9-1-1 centers. Previously, course approval fell upon the Michigan Commission on Law Enforcement Standards (MCOLES). With the approval of, the responsibility for course approval now shifts to the ETSC.

MCOLES has continued to partner with and provided support to the ETSC. In consultation with the subcommittee, in-service dispatcher training course requests were processed and reviewed. Those found to be eligible were approved by MCOLES for funding eligibility. The current approved courses can be located on the ETSC or MCOLES web sites.

On November 26, 2007, the ETSC distributed the dispatcher training fund application form (ETSC-101) and instructions to all PSAPs in Michigan. Of the 159 submitted requests for dispatcher training funds, 40 were rejected (for lack of spend-down of previous years' funds and other reasons) and 2 others were amended. On February 12, 2008, the ETSC voted to approve the Dispatcher Training Subcommittee's recommendation that wireless training fund distribution be paid to the 115 PSAP applications from revenue available for distribution in fiscal year 2008.

Of the approved applications there were a total of 1,475 eligible dispatchers. The May 2008 distribution was at a rate of \$ 401.45 per dispatcher, with a total of \$592,132.00 available for this distribution. An additional distribution will be made in November 2008.

2007 saw the ETSC give approval to move forward with minimum telecommunicator training standards when it voted to accept and sanction the work of the Dispatcher Training Standards Workgroup and their development of a white paper titled *A Recommendation for Minimum Telecommunicator Training Standards in the State of Michigan*. While work continues on this process, the foundation has been laid to continue with the development of a curriculum in this area.

A detailed listing of PSAPs and training distribution amounts is attached in Appendix 8.

ETSC Rules for Challenges and Appeals to the Dispatcher Training Fund Distribution Process is attached in Appendix 10.

A list of the MCOLES approved dispatcher training courses are listed in Appendix 11.

The Recommendation for Minimum Telecommunicator Training Standards in the State of Michigan is attached in Appendix 22.

Emergency Telephone Service Committee 2008 Report to the Michigan Legislature OVERVIEW OF WIRELESS FUND DISTRIBUTIONS TO DATE (as of 6/30/08)
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FUND	RECEIPTS	DISBURSEMENTS	BALANCE
CMRS (.24 - sunset) (.01)	79,939,109.33	60,562,435.40	19,376,673.93
COUNTY (.10)	48,283,387.23	46,284,352.00	1,999,035.23
COUNTY/POP (.15)	72,446,277.03	69,445,358.00	3,000,919.03
TRAINING (.015)	7,362,975.44	6,767,017.62	595,957.82
MSP (.03-sunset)	1,956,624.43	1,956,624.43	0.00
MSP 911/ETSC Admin (.01)	2,814,113.79	2,626,706.08	187,407.71
TOTALS	212,802,487.25	187,642,493.53	25,159,993.72

The first two quarters of CMRS distributions for this reporting period (July 2007 to June 2008) above are reflected under the formula established under P.A. 244 of 2003, which amended P.A. 32 of 1986 and on December 31, 2005 the wireless 9-1-1 surcharge imposed by all CMRS suppliers changed from \$0.52 cents per month to \$.29 cents per month. The second two quarters of CMRS distributions for this reporting period (July 2007 to June 2008) above are reflected under the formula established under P.A. 165 of 2007 and P.A. 48 of 2008, which amended P.A. 32 of 1986.

P.A. 244 of 2003 provided for local exchange providers to recover the costs related to the wireless emergency service order. The local exchange provider must follow the procedure set by the Michigan Public Service Commission (MPSC). The local exchange provider is required to submit an invoice to the commission for reimbursement from the CMRS emergency telephone fund for costs that are allowed under the MPSC's order. Within 45 days after the invoice is submitted to the MPSC, the MPSC makes a recommendation to the ETSC for the approval, either in whole or in part, or the denial of the invoice. Between September 1, 2007 and July 31, 2008 \$597,446.10 was disbursed to local exchange providers.

The above disbursement of \$57,522,106.29 from the CMRS Fund includes the 12 million and 15 million-dollar payments to the State Building Authority for obligations on the Michigan Public Safety Communications System as set out in P.A. 89 of 2004 and P.A. 74 of 2006 respectively.

This report's first two quarters' distributions were made under the formula set out in PA 244 of 2003:

COUNTY/EQUAL: \$.10 is disbursed equally to each county that has a final 9-1-1 plan in place that includes implementing the wireless emergency service order and P.A. 32 of 1986, as amended. Money received by a county shall only be used to implement the wireless emergency service order and P.A. 32 disbursements are made quarterly by the Department of Treasury. (Refer to Appendix 12 for county distribution amounts).

COUNTY/POPULATION: \$.15 is 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 P.A. 32 of 1986, as amended. The most recent census conducted by the United States Census Bureau is used to determine the population of each county. Money received by a county shall only be used to implement the wireless emergency service order and P.A. 32. Disbursement is made quarterly by the Department of Treasury. (Refer to Appendix 3 for county distribution amounts).

TRAINING: \$.015 is available to PSAPs for training personnel assigned to 9-1-1 centers. Funds are distributed semi-annually, in accordance with an application process established by the ETSC. Money is disbursed to eligible PSAPs and counties for training of PSAP personnel through courses approved by the Michigan Commission on Law Enforcement Standards. The courses must provide basic 9-1-1 operations training or in-service training to employees engaged in 9-1-1 service. (Refer to the Training Fund Report on page 12 and Appendix 8 and 11 for additional information).

MSP (3-CENT PRIORITY FUND): For the first two years, Michigan's wireless surcharge was \$.55 per month. During that time, \$.03 was set aside for use by the Department of State Police "to fund priority issues of 9-1-1 coverage." MSP retained Schumaker and Company of Ann Arbor, Michigan, to assist in the preparation of an objective needs assessment, an overall financial disbursement strategy, and a proposal submission form which was widely distributed to the 9-1-1 community. Evaluation of the proposals was done with the assistance of a working committee comprised of representatives from the PSAP community. Monies totaling \$1,867,789.92 were distributed to 9 projects (see Department of State Police Report for a listing of these projects).

MSP 9-1-1/ETSC ADMINISTRATION: P.A. 244 of 2003 allows the Department of State Police to receive funds for costs to administer P.A. 32 of 1986, as amended, or to operate a regional dispatch center that receives and dispatches 9-1-1 calls. Those funds shall not exceed ½ of 1-cent of the monthly service charge. The Act also allows the Department of State Police an additional ½ of 1-cent of the monthly service charge to fund the office of the E-911 coordinator.

CMRS RETAINS: \$.005 is retained by the CMRS supplier or reseller to cover the costs of billing and collection as the only reimbursement from this charge for billing and collection costs. (Since this portion is not submitted to the Department of Treasury, it is not included in the chart above.)

CMRS: \$.24 is disbursed to reimburse CMRS suppliers licensed by the Federal Communications Commission for providing and installing equipment that implements the wireless emergency service order and P.A. 32 of 1986, as amended. This disbursement is made as CMRS invoices are submitted to and approved by the ETSC.

This report's last two quarters' distributions were made under the formula set out in PA 165 of 2007 and P.A. 48 of 2008:

COUNTY: 82.5% of the fund is to each county that has a final 9-1-1 plan in place as follows:

COUNTY/EQUAL: Forty percent of the 82.5% is distributed quarterly on an equal basis to each county. Money received by a county under this subdivision may only be used for 9-1-1 services as allowed under the act. Money expended under this subdivision for a purpose considered unnecessary or unreasonable by the committee or the auditor general shall be repaid to the fund

COUNTY/POPULATION: 60% of the 82.5% is distributed on a quarterly based on a population per capita basis. Money received by a county under this subdivision may only be used for 9-1-1 services as allowed under the act. Money expended under this subdivision for a purpose considered unnecessary or unreasonable by the committee or the auditor general shall be repaid to the fund.

SERVICE PROVIDER WIRELESS 9-1-1 CALL COST REIMBURSEMENT: 7.75% of the fund is available to reimburse local exchange providers for the costs related to wireless emergency service. Any cost reimbursement allowed under this subdivision cannot include costs that are not related to wireless emergency service.

TRAINING: 6.0% of the fund is available to PSAPs for training personnel assigned to 9-1-1 centers. Funds are distributed semi-annually, in accordance with an application process established by the ETSC. Money is disbursed to eligible PSAPs and counties for training of PSAP personnel through courses approved by the ETSC. The courses must provide basic 9-1-1 operations training or in-service training to employees engaged in 9-1-1 service. (Refer to the Training Fund Report on page 12 and Appendix 8 and 11 for additional information)

MSP 9-1-1/ETSC ADMINISTRATION: 1.88% of the fund is credited to the department of state police to operate a regional dispatch center that receives and dispatches 9-1-1 calls and 1.87% of the fund is credited to the department of state police for costs to administer this act and to maintain the office of the state E 9-1-1 coordinator.

2% of the state 9-1-1 charge collected under the act to cover the supplier's costs for billing and collection. (Since this portion is not submitted to the Department of Treasury, it is not included in the chart above.)

**Emergency Telephone Service Committee
2008 Report to the Michigan Legislature
COUNTY INFORMATION DETAIL**

County	Comments
Alcona	Phase II compliant with companies that serve Alcona County. Two VoIP companies have done some limited deployment in this county.
Alger	Phase II compliant with companies that serve Alger County. They have completed VoIP deployment in their county.
Allegan	Phase II compliant with companies that serve Allegan County.
Alpena	Phase II with companies that serve Alpena County. Charter Communications has recently deployed increasing the number of VoIP calls received in this county.
Antrim	Phase II compliant with companies that serve Antrim County. There were no VoIP deployments although testing was conducted several times by one carrier.
Arenac	Phase II compliant with companies that serve Arenac County since October 2003. Seven VoIP calls were received in 2007.
Baraga	Work was completed on Enhanced 9-1-1 in 2008. They expect go live before July 1, 2008.
Barry	Phase II compliant with companies that serve Barry County. They are receiving some VoIP calls.
Bay	Phase II compliant with companies that serve Bay County. There has been an increase in VoIP 9-1-1 calls from 2006.
Benzie	Phase II compliant with companies that serve Benzie County. With the current phone system they are unable to determine what calls if any are considered VoIP.
Berrien	Phase II compliant with companies that serve Berrien County.
Branch	Phase II compliant with companies that serve Branch County. No VoIP activity in this county.
Calhoun	Phase II compliant with companies that serve Calhoun County. In Battle Creek Wireless providers continue to contact them when adding towers or testing their network. In Marshall they are unable to determine if they have received VoIP calls. They continue to work on this issue.
Cass	Phase II compliant with companies that serve Cass County. They are able to receive VoIP calls but are not seeing a large volume.
Charlevoix	Phase II compliant with companies that serve Charlevoix County.
Cheboygan	Phase II compliant with companies that serve Cheboygan County
Chippewa	Phase II compliant with companies that serve Chippewa County. Funds were expended to upgrade their CAD system and Mapping programs. VoIP testing has been completed with HBF and TSC.
Clare	Phase II compliant with companies that serve Clare County. They have received some VoIP calls.
Clinton	Phase II compliant with companies that serve Clinton County. Many VoIP providers have obtained their routing information but it is unknown where if they actually deployed.
Crawford	Phase II compliant with companies that serve Crawford County. PSAP and ESN information has been supplied to Vonage for VoIP deployment.
Delta	Phase II compliant with companies that serve Delta County. They have received 2 VoIP calls at this time.
Dickinson	Phase II compliant with companies that serve Dickinson County. Location information with VoIP cannot always be confirmed.
Eaton	Phase II compliant with companies that serve Eaton County. The VoIP calls that are received into this center are not separated from other 9-1-1 calls.
Emmet	Phase II compliant with companies that serve Emmet County
Genesee	Phase II compliant with companies that serve Genesee County.
Gladwin	Phase II compliant with companies that serve Gladwin County. VoIP testing is ongoing.
Gogebic	Phase II compliant with companies that serve Gogebic County. Negaunee

	Regional Dispatch deployed VoIP in 2007 – Gogebic has not received any notice of implementation.
Grand Traverse	Phase II compliant with companies that serve Grand Traverse County.
Gratiot	Phase II compliant with companies that serve Gratiot Counties. They are continuing to work with Intrado regarding VoIP calls.
Hillsdale	Phase II compliant with companies that serve Hillsdale County. Vonage has tested for VoIP and is functional.
Houghton	Phase II compliant with companies that serve Houghton County. They are reporting no VoIP calls in 2007.
Huron	Phase II compliant with companies that serve Huron County. They report a low volume of VoIP calls.
Ingham	Phase II compliant with companies that serve Ingham County. They added TCS and Connexon during 2007 and have continued to receive VoIP calls from Vonage, HBF and Packet 8 as has East Lansing.
Ionia	Phase II compliant for companies that serve Ionia County. Phase II complete for Belding PD.
Iosco	Phase II compliant with companies that serve Iosco County.
Iron	Phase II compliant with companies that serve Iron County. There are several VoIP carriers in their area with no major problems.
Isabella	Phase II compliant with companies that serve Isabella County. They are live with VoIP provider Vonage.
Jackson	Phase II compliant with companies that serve Jackson County.
Kalamazoo	Phase II compliant with companies that serve Kalamazoo County.
Kalkaska	Phase II compliant with companies that serve Kalkaska County. They have completed VoIP deployment.
Kent	Phase II compliant with companies that serve Kent County. They have worked with all known VoIP providers to deliver correct enhanced 9-1-1 information.
Keweenaw	Phase II compliant with companies that serve Keweenaw County. They have limited VoIP test calls being made.
Lake	Phase II compliant with companies that serve Lake County. They have deployed with several VoIP providers and are receiving VoIP calls.
Lapeer	Phase II compliant with companies that serve Lapeer County. They are receiving calls from VoIP providers with ANI/ALI information.
Leelanau	Phase II compliant with companies that serve Leelanau County. They have also been working successfully with VoIP providers.
Lenawee	Phase II compliant with companies that serve Lenawee County.
Livingston	Phase II compliant with companies that serve Livingston County. VoIP is also deployed in this county but with some addressing issues that they continue to work and correct.
Luce	Phase II compliant with companies that serve Luce County. VoIP testing has been completed.
Mackinac	Phase II compliant with companies that serve Mackinac County. They deployed VoIP in 2007 and are receiving enhanced 9-1-1 calls from multiple carriers.
Macomb	Phase II compliant with companies that serve Macomb County.
Manistee	Phase II compliant with companies that serve Manistee County. They have been contacted by Intrado to begin VoIP testing.
Marquette	Phase II compliant with companies that serve Marquette County. There continues to be location issues with Cellular One. They have gone live with TCS and HBF VoIP providers.
Mason	Phase II compliant with companies that serve Mason County. They are 100% compliant with VoIP.
Mecosta	Phase II compliant with companies that serve Mecosta County. VoIP is becoming more popular in this area. A few issues with ALI/ANI being wrong or not available. VoIP companies seem fairly concerned and are willing to work with 9-1-1.
Menominee	Phase II compliant with companies that serve Menominee County. They have a few VoIP subscribers but the experiences have been good thus far.
Midland	Phase II compliant with companies that serve Midland County. They have implemented with VoIP carriers and are receiving calls. The center continues to work on various issues associated with this service.
Missaukee	Phase II compliant with companies that serve Missaukee County. They are in the

	process of VoIP testing.
Monroe	Phase II compliant with companies that serve Monroe County.
Montcalm	Phase II compliant with companies that serve Montcalm County. VoIP services have been deployed with no known problems at this point.
Montmorency	Phase II compliant with companies that serve Montmorency County.
Muskegon	Phase II compliant with companies that serve Muskegon County.
Newaygo	Phase II compliant with companies that serve Newaygo County.
Oakland	Phase II compliant with companies that serve Oakland County. VoIP deployment is complete with known providers.
Oceana	Phase II compliant with companies that serve Oceana County. They are 100% compliant with VoIP.
Ogemaw	Phase II compliant with companies that serve Ogemaw County and are also receiving VoIP calls.
Ontonagon	Phase II compliant with companies that serve Ontonagon County.
Osceola	Phase II compliant with companies that serve Osceola County. VoIP is becoming more popular in this area. A few issues with ALI/ANI being wrong or not available. VoIP companies seem fairly concerned and are willing to work with 9-1-1.
Oscoda	Phase II compliant with companies that serve Oscoda County.
Otsego	Phase II compliant with companies that serve Otsego County. They continue to work with Vonage to provide VoIP in this county.
Ottawa	Phase II compliant with companies that serve Ottawa County including Dobson Wireless. They are receiving VoIP calls however, there seems to be concerns with mis-routes from VoIP carriers. Most seem to be subscribers who fail to change their addresses. They will continue to monitor this issue.
Presque Isle	Phase II compliant with companies that serve Presque Isle.
Roscommon	Phase II compliant with companies that serve Roscommon County. VoIP calls are being received with location errors using Dobson devices.
Saginaw	Phase II compliant with companies that serve Saginaw County. They have completed VoIP deployment with Vonage in April 2006. They are reporting no other VoIP deployments.
Saint Clair	Phase II compliant with companies that serve St. Clair County.
Saint Joseph	Phase II compliant with companies that serve St. Joseph County. They have tested two new VoIP companies and are working on completion of that testing.
Sanilac	Phase II compliant with companies that serve Sanilac County. Just completed testing Phase I with T-Mobile. They have received 152 VoIP calls with no problems.
Schoolcraft	Phase II compliant with companies that serve Schoolcraft County.
Shiawassee	Phase II compliant with companies that serve Shiawassee County. They are reporting that some VoIP calls are being received with wrong addresses but are working to correct.
Tuscola	Phase II compliant with companies that serve Tuscola County. They have deployed VoIP.
Van Buren	Phase II compliant with companies that serve VanBuren County. They have received a small number of VoIP calls.
Washtenaw	Phase II compliant with companies that serve Washtenaw County. Three PSAPs have completed telephone equipment upgrades which will enable these agencies to receive and map wireless 9-1-1 calls transferred from Washtenaw Central Dispatch or Ann Arbor Police Department. All known VoIP providers have deployed and tested their service in this county.
Wayne-Detroit	Phase II compliant with companies that serve Detroit-Wayne.
Wayne-D. River	Phase II compliant with companies that serve Downriver Mutual Aid.
Wayne-Eastern	Phase II compliant with companies that serve the Conference of Eastern Wayne. They are also working on VoIP implementation with carriers.
Wayne-Western	Phase II compliant with companies that serve the Conference of Western Wayne (CWW). They have completed VoIP implementation with Vonage and have begun implementing with HBF in 2006 and 2007. Several of the CWW's PSAPs have completed Phase I of OnStar's (telematics) implementation and will continue to work with OnStar through Phase II completion
Wexford	Phase II compliant with companies that serve Wexford County.

Note: VoIP information is provided as an update. VoIP deployments (Vonage and other VoIP companies) has been occurring throughout the state, however, VoIP deployment information was voluntary data for reporting purposes.

2008 ETSC Report to the Legislature
County Information

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	County	Wireless	4 % Revenue	16% Revenue	9-1-1 millage	General Fund	Other	Total	Depreciation	Total Cap	Phase II	Other	Unexpended	# Wireline	# Wireless	# VoIP	Total 9-1-1 #	Non 9-1-1
2		Revenue			Revenue	monies	Revenue	Budget	Expense	Budget	Costs	Allowable Expenditures	Revenue	Calls	Calls	Calls	Calls	Calls
3																		
4	Alcona	\$100,077.00	\$52,582.80	\$210,331.21	\$0.00	\$0.00	\$20,604.05	\$450,614.27	\$0.00	\$0.00	\$0.00	\$88,067.26	\$12,009.24	4,320	1,856	unknown	6,176	unknown
5	Alger	\$98,479.00	\$25,369.01	\$0.00	\$0.00	\$0.00	\$0.00	\$62,159.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	2,238	754	0	2,992	5,000
6	Allegan	\$218,039.00	\$0.00	\$1,813,789.79	\$0.00	\$0.00	\$6,982.00	\$2,100,000.00	\$0.00	\$0.00	\$0.00	\$108,696.00	\$485,551.00	43,908	unknown	unknown	unknown	unknown
7	Alpena	\$122,038.00	\$0.00	\$709,075.38	\$0.00	\$0.00	\$12,045.25	\$846,125.00	\$0.00	\$0.00	\$0.00	\$122,038.00	\$0.00	20,000	20,000	100	40,000	100,000
8	Antrim	\$113,027.00	\$121,742.20	\$363,567.39	\$0.00	\$0.00	\$0.00	\$756,495.00	\$0.00	\$0.00	\$0.00	\$124,792.48	\$178,109.70	4,429	4,315	11	8,755	6,485
9	Arenac	\$106,152.00	\$68,786.07	\$0.00	\$389,283.85	\$0.00	\$17,852.57	\$582,074.49	\$0.00	\$0.00	\$0.00	\$106,152.00	\$0.00	4,449	6,511	7	10,967	unknown
10	Baraga	\$97,255.00	\$0.00	\$0.00	\$0.00	\$0.00	\$10,583.31	\$120,000.00	\$0.00	\$50,000.00	\$0.00	\$92,823.69	\$4,431.31	704	1,351	0	2,055	*
11	Barry	\$149,977.00	\$0.00	\$0.00	\$1,636,935.54	\$0.00	\$97,709.35	\$1,696,000.00	\$0.00	\$0.00	\$0.00	\$135,875.79	\$14,101.21	9,275	6,941	241	16,457	94,006
12	Bay	\$207,715.00	\$0.00	\$0.00	\$1,991,155.00	\$0.00	\$163,665.00	\$2,362,535.00	\$0.00	\$0.00	\$0.00	\$207,715.00	\$0.00	61,194	55,287	636	117,117	62,090
13	Benzie	\$105,218.00	\$87,003.90	\$261,011.70	\$0.00	\$10,000.00	\$5,355.96	\$468,588.56	\$0.00	\$0.00	\$0.00	\$19,136.51	\$86,081.49	3,695	2,670	unknown	6,365	109,284
14	Berrien	\$266,055.00	\$727,556.00	\$0.00	\$1,431,332.00	\$250,000.00	\$44,410.00	\$2,314,567.00	\$0.00	\$679,556.00	\$0.00	\$207,620.00	\$54,455.00	38,486	50,970	199	89,655	unknown
15	Branch	\$103,151.00	\$156,691.89	\$0.00	\$799,743.47	\$0.00	\$0.00	\$1,088,722.13	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	45,298	43,243	10,000	98,541	107,983
16	CCE+	\$355,445.00	\$473,076.00	\$0.00	\$0.00	\$1,347,548.00	\$80,051.00	\$1,707,496.00	\$0.00	\$838,000.00	\$0.00	\$1,668,567.00	\$0.00	40,851	33,424	unknown	74,275	79,144
17	Calhoun	\$239,185.00	\$476,708.95	\$0.00	\$0.00	\$2,232,406.37	\$238,803.00	\$2,999,320.09	\$0.00	\$0.00	\$0.00	\$2,722,191.76	\$0.00	98,257	95,719	3,267	197,243	53,381
18	Cass	\$186,703.04	\$108,399.37	\$433,597.49	\$0.00	\$49,600.00	\$7,451.00	\$810,801.14	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	9,303	11,047	unknown	20,350	unknown
19	Chippewa	\$129,413.00	\$6,389.00	\$406,411.00	\$0.00	\$91,934.00	\$8,708.00	\$642,855.00	\$0.00	\$0.00	\$531,413.00	\$33,038.00	\$0.00	6,377	6,838	48	13,263	57,646
20	Clare	\$153,277.84	\$270,476.82	\$0.00	\$326,145.79	\$26,126.00	\$0.00	\$406,918.53	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	unknown	unknown	unknown	unknown	unknown
21	Clinton	\$158,071.00	\$60,116.87	\$1,442,804.97	\$0.00	\$0.00	\$175,368.33	\$1,836,361.62	\$0.00	\$1,621,880.50	\$0.00	\$557,811.44	\$0.00	24,413	18,909	339	43,661	44,204
22	Crawford	\$103,324.00	\$88,675.00	\$266,025.00	\$0.00	\$0.00	\$4,717.00	\$462,741.00	\$1,280.00	\$0.00	\$0.00	\$451,171.00	\$0.00	1,566	1,417	0	2,983	4,701
23	Delta	\$129,951.00	\$190,497.32	\$0.00	\$509,133.12	\$829,581.44	\$0.00	\$600,766.00	\$0.00	\$0.00	\$0.00	\$129,951.00	\$0.00	8,804	4,005	2	12,811	unknown
24	Dickinson	\$117,819.00	\$119,220.99	\$0.00	\$0.00	\$223,287.77	\$0.00	\$460,327.76	\$0.00	\$0.00	\$0.00	\$117,819.00	\$0.00	5,145	3,430	10	8,585	293,083
25	Eaton	\$201,483.00	\$0.00	\$0.00	\$3,043,414.00	\$0.00	\$0.00	\$3,244,897.00	\$0.00	\$0.00	\$0.00	\$201,483.00	\$0.00	31,343	34,322	0	65,665	106,975
26	Genesee	\$566,627.00	\$0.00	\$5,737,786.00	\$0.00	\$834,025.56	\$53,410.00	\$7,191,848.56	\$0.00	\$0.00	\$0.00	\$566,627.00	\$0.00	328,951	225,947	2,301	557,199	120,117
27	Gladwin	\$94,829.08	\$140,363.67	\$0.00	\$396,395.88	\$0.00	\$30,431.24	\$646,539.00	\$50,114.32	\$0.00	\$0.00	\$46,042.62	\$0.00	7,229	3,309	unknown	10,538	123,002
28	Gogebic	\$106,724.00	\$53,945.00	\$0.00	\$0.00	\$0.00	\$0.00	\$155,925.93	\$0.00	\$0.00	\$0.00	\$155,925.90	\$0.00	6,987	1,499	0	8,486	*
29	Grand Traverse	\$173,929.00	\$555,610.00	\$0.00	\$0.00	\$679,505.00	\$13,066.00	\$1,422,200.00	\$0.00	\$0.00	\$0.00	\$173,929.00	\$0.00	unknown	unknown	unknown	unknown	unknown
30	Gratiot	\$134,086.00	\$0.00	\$579,000.00	\$0.00	\$0.00	\$59,680.00	\$764,180.00	\$0.00	\$0.00	\$0.00	\$55,680.00	\$0.00	16,229	5,308	0	21,537	69,693
31	Hillsdale	\$138,745.00	\$0.00	\$602,876.84	\$0.00	\$0.00	\$3,301.78	\$744,923.62	\$0.00	\$0.00	\$0.00	\$138,745.00	\$0.00	16,577	15,956	217	32,750	51,344
32	Houghton	\$127,201.00	\$83,344.00	\$333,376.00	\$0.00	\$0.00	\$0.00	\$368,541.00	\$63,789.00	\$0.00	\$0.00	\$120,569.00	\$0.00	11,090	4,307	0	15,397	*
33	Huron	\$120,000.00	\$140,519.00	\$562,078.00	\$0.00	\$0.00	\$0.00	\$822,597.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	11,145	6,481	38	17,664	66,681
34	Ingham	\$392,782.00	\$853,571.00	\$0.00	\$6,009,707.00	\$0.00	\$656,458.00	\$7,912,518.00	\$0.00	\$0.00	\$0.00	\$392,782.00	\$0.00	82,806	83,770**	799**	167,375	319,729
35	Ionia	\$192,084.00	\$172,701.00	\$906,678.00	\$0.00	\$69,039.00	\$39,673.00	\$1,453,748.00	\$0.00	\$0.00	\$2,000.00	\$192,084.00	\$0.00	33,748	12,900	158	46,806	94,753
36	Iosco	\$117,163.00	\$96,725.66	\$440,639.13	\$0.00	\$0.00	\$27,970.16	\$736,875.04	\$0.00	\$0.00	\$0.00	\$124,457.79	\$0.00	11,196	3,118	35	14,349	44,349
37	Iron	\$77,380.00	\$7,494.62	\$179,871.12	\$0.00	\$0.00	\$0.00	\$264,745.74	\$0.00	\$0.00	\$0.00	\$220,412.16	\$0.00	2,211	1,152	11	3,374	14,915
38	Isabella	\$157,221.00	\$12,376.76	\$820,412.27	\$0.00	\$0.00	\$24,079.35	\$832,789.03	\$0.00	\$0.00	\$0.00	\$136,546.70	\$28,864.49	11,000	11,000	unknown	22,000	90,000
39	Jackson	\$261,628.00	\$182,484.00	\$547,452.00	\$0.00	\$1,344,599.00	\$0.00	\$2,336,163.00	\$0.00	\$0.00	\$0.00	\$111,677.00	\$149,951.00	60,741	68,950	527	130,218	265,000
40	Kalamazoo	\$348,159.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2,971,967.00	\$0.00	\$0.00	\$0.00	\$178,078.45	\$170,080.55	5,018	10,308	79	15,405	unknown
41	Kalkaska	\$105,389.00	\$0.00	\$400,911.00	\$0.00	\$0.00	\$5,143.45	\$527,400.00	\$0.00	\$6,970.00	\$0.00	\$0.00	\$0.00	3,028	5,062	19	8,109	50,195
42	Kent	\$718,384.00	\$0.00	\$0.00	\$0.00	\$11,578,078.00	\$0.00	\$12,296,462.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	249,250	128,535***	795***	378,580	603,635***
43	Keweenaw	\$90,176.00	\$0.00	\$0.00	\$0.00	\$0.00	\$192,874.00	\$283,050.00	\$0.00	\$0.00	\$0.00	\$41,647.00	\$0.00	unknown	unknown	unknown	unknown	*
44	Lake	\$99,661.00	\$64,941.00	\$257,966.00	\$0.00	\$4,800,353.00	\$0.00	\$494,069.00	\$0.00	\$9,700.00	\$0.00	\$0.00	\$0.00	2,591	2,329	62	4,982	30,702
45	Lapeer	\$183,384.00	\$57,794.34	\$1,387,063.94	\$0.00	\$0.00	\$0.00	\$1,688,663.08	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	10,486	18,411	394	29,291	80,147
46	Leelanau	\$110,361.00	\$0.00	\$0.00	\$0.00	\$558,332.00	\$100,000.00	\$768,693.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	2,954	3,222	unknown	6,176	38,380
47	Lenawee	\$195,458.00	\$0.00	\$1,219,640.00	\$0.00	\$95,525.00	\$0.00	\$1,510,623.00	\$0.00	\$0.00	\$0.00	\$195,458.00	\$0.00	95,265	63,510	unknown	158,775	68,255
48	Livingston	\$258,880.00	\$296,676.00	\$2,999,728.00	\$0.00	\$0.00	\$171,142.00	\$3,322,695.56	\$0.00	\$0.00	\$0.00	\$213,682.31	\$45,197.69	39,423	55,194	659	95,276	151,564
49	Luce	\$95,362.00	\$12,636.29	\$50,545.16	\$0.00	\$0.00	\$8,037.98	\$166,581.43	\$0.00	\$0.00	\$144,699.29	\$21,888.14	\$0.00	1,378	454	0	1,832	*
50	Mackinac	\$100,328.00	\$36,173.80	\$144,695.20	\$0.00	\$0.00	\$16,953.00	\$284,574.00	\$0.00	\$0.00	\$0.00	\$88,471.00	\$15,234.00	4,413	2,283	0	6,696	*
51	Macomb	\$0.00	\$0.00	\$0.00	\$0.00	\$6,304,135.19	\$0.00	\$6,895,403.88	\$0.00	\$0.00	\$0.00	\$591,268.89	\$0.00	158,731	174,060	1,823	334,614	744,429
52	Manistee	\$84,063.00	\$0.00	\$0.00	\$807,763.00	\$928,763.00	\$32,000.00	\$928,763.00	\$0.00	\$0.00	\$0.00	\$896,511.25	\$0.00	20,880	18,000	unknown	38,880	75,000
53	Marquette	\$157,941.00	\$0.00	\$0.00	\$773,816.00	\$0.00	\$65,239.00	\$819,801.00	\$0.00	\$0.00	\$0.00	\$10,000.00	\$147,941.00	8,835	8,906	111	17,852	43,102

2008 ETSC Report to the Legislature
County Information

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	County	Wireless	4 % Revenue	16% Revenue	9-1-1 millage	General Fund	Other	Total	Depreciation	Total Cap	Phase II	Other	Unexpended	# Wireline	# Wireless	# VoIP	Total	Non
2		Revenue			Revenue	monies	Revenue	Budget	Expense	Budget	Costs	Allowable Expenditures	Revenue	Calls	Calls	Calls	9-1-1 #	9-1-1
3																		
54	Mason/ Oceana	\$221,696.69	\$48,076.85	\$1,153,844.43	\$0.00	\$0.00	\$34,184.35	\$1,457,802.32	\$0.00	\$0.00	\$0.00	\$221,696.69	\$0.00	31,179	43,728	300	75,207	31,922
55	Mecosta/ Osceola	\$245,307.00	\$0.00	\$1,014,185.00	\$0.00	\$0.00	\$11,957.00	\$1,241,717.00	\$0.00	\$0.00	\$0.00	\$245,307.00	\$0.00	35,415	unknown	unknown	35,415	114,773
56	Menominee	\$114,962.00	\$68,635.00	\$274,542.00	\$0.00	\$0.00	\$3,936.00	\$521,603.00	\$0.00	\$3,928.00	\$0.00	\$180,817.00	\$6,038.00	3,872	2,143	47	6,062	21,485
57	Midland	\$198,394.00	\$0.00	\$0.00	\$1,786,533.00	\$0.00	\$172,553.00	\$2,157,480.00	\$0.00	\$178,583.00	\$0.00	\$198,394.00	\$0.00	41,544	20,276	465	62,285	31,856
58	Missaukee	\$84,075.00	\$0.00	\$0.00	\$0.00	\$0.00	\$13,294.00	\$97,369.00	\$0.00	\$0.00	\$16,668.00	\$3,662.00	\$63,745.00	1,332	2,826	12	4,170	unknown
59	Monroe	\$135,000.00	\$716,446.00	\$0.00	\$0.00	\$1,409,521.00	\$0.00	\$2,260,967.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	62,084	39,191	429	101,704	unknown
60	Montcalm	\$154,932.00	\$245,109.98	\$980,439.90	\$0.00	\$0.00	\$34,639.14	\$1,226,526.37	\$0.00	\$0.00	\$0.00	\$1,226,526.37	\$0.00	17,441	12,457	1,246	31,144	171,413
61	Montmorency	\$98,548.00	\$0.00	\$209,053.06	\$0.00	\$0.00	\$0.00	\$307,601.06	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	1,514	1,092	0	2,606	unknown
62	Muskegon	\$293,551.00	\$617,641.00	\$0.00	\$1,249,655.00	\$0.00	\$1,611,862.00	\$3,772,709.00	\$0.00	\$0.00	\$0.00	\$274,562.00	\$17,921.00	162,907	91,886	unknown	254,793	78,246
63	Newaygo	\$140,224.00	\$31,586.00	\$758,070.00	\$0.00	\$0.00	\$67,346.00	\$971,103.00	\$28,730.00	\$0.00	\$0.00	\$158,322.00	\$0.00	9,338	unknown	unknown	unknown	unknown
64	Oakland	\$1,399,071.00	\$1,824,171.43	\$0.00	\$0.00	1,353,828.79****	2,581,886.48****	\$24,680,290.20	\$0.00	411,134.72****	\$0.00	\$1,071,084.14	\$0.00	220,542	366,845	6,162	593,549	2,053,518
65	Ogemaw	\$134,033.20	\$125,875.69	\$0.00	\$0.00	\$386,473.46	\$9,897.00	\$656,903.90	\$0.00	\$0.00	\$65,125.00	\$100,763.00	\$0.00	9,615	4,318	38	13,971	400,000
66	Ontonagon	\$96,233.00	\$45,892.12	\$0.00	\$0.00	\$0.00	\$0.00	\$142,127.14	\$0.00	\$0.00	\$0.00	\$71,823.65	\$24,411.35	1,780	311	0	2,091	*
67	Oscoda	\$97,992.00	\$44,736.72	\$0.00	\$0.00	\$0.00	\$0.00	\$142,728.72	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	1,657	1,343	7	3,007	unknown
68	Otsego	\$142,962.00	\$0.00	\$425,447.73	\$0.00	\$0.00	\$0.00	\$568,139.73	\$0.00	\$0.00	\$0.00	\$142,962.00	\$0.00	3,406	5,749	0	9,155	4,890
69	Ottawa	\$347,843.00	\$0.00	\$231,600.00	\$3,642,889.02	\$0.00	\$0.00	\$3,442,232.35	\$0.00	\$0.00	\$0.00	\$934,922.79	\$0.00	55,548	68,620	657	124,825	166,509
70	Presque Isle	\$11,998.00	\$47,236.52	\$0.00	\$0.00	\$0.00	\$66,443.00	\$131,663.33	\$0.00	\$0.00	\$0.00	\$116,255.46	\$15,407.87	2,800	1,500	unknown	4,300	unknown
71	Roscommon	\$96,415.00	\$0.00	\$0.00	\$799,900.00	\$0.00	\$490,563.00	\$1,297,028.00	\$0.00	\$0.00	\$0.00	\$111,040.00	\$0.00	9,513	6,449	161	16,123	44,648
72	Saginaw	\$316,931.00	\$817,117.46	\$3,903,405.00	\$0.00	\$131,279.00	\$114,170.00	\$4,231,054.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	237,121	148,734	0	385,855	385,855
73	Saint Clair	\$266,844.00	\$716,079.00	\$0.00	\$344,792.00	\$1,197,790.00	\$256,820.00	\$2,631,737.00	\$0.00	\$68,078.00	\$0.00	\$264,065.00	\$215,687.00	49,125	19,444	130	68,699	232,814
74	Saint Joseph	\$155,522.00	\$0.00	\$0.00	\$1,170,145.00	\$0.00	\$0.00	\$1,191,546.00	\$0.00	\$0.00	\$0.00	\$216,751.00	\$0.00	16,791	17,021	96	33,908	137,707
75	Sanilac	\$135,978.00	\$200,913.98	\$0.00	\$0.00	\$221,956.40	\$16,635.34	\$753,168.03	\$0.00	\$0.00	\$0.00	\$192,268.29	\$139,029.18	5,315	6,642	152	12,109	111,158
76	Schoolcraft	\$96,575.00	\$36,983.15	\$0.00	\$0.00	\$0.00	\$1,975.79	\$106,479.00	\$0.00	\$0.00	\$0.00	\$47,393.28	\$49,181.72	3,304	1,274	0	4,578	*
77	Shiawassee	\$165,653.00	\$37,722.03	\$905,328.76	\$0.00	\$0.00	\$35,149.29	\$1,143,852.90	\$0.00	\$0.00	\$0.00	\$165,653.00	\$0.00	16,978	18,476	27	35,481	31,300
78	Tuscola	\$150,978.00	\$268,618.88	\$805,856.63	\$0.00	\$0.00	\$34,344.24	\$1,108,114.52	\$0.00	\$0.00	\$0.00	\$1,108,114.52	\$0.00	10,637	10,323	202	21,162	53,427
79	Van Buren	\$212,642.00	\$334,030.00	\$0.00	\$0.00	\$546,578.00	\$0.00	\$1,275,516.00	\$0.00	\$0.00	\$0.00	\$128,594.00	\$142,037.00	14,297	31,395	117	45,809	160,329
80	Washtenaw	\$440,187.10	\$1,470,135.20	\$0.00	\$0.00	\$5,896,368.12	\$0.00	\$7,719,665.57	\$0.00	\$0.00	\$106,862.00	\$524,171.52	\$104,544.52	74,638	111,825	1,021	187,484	409,669
81	Wayne-Detroit	\$1,043,590.00	\$2,602,114.00	\$0.00	\$0.00	\$30,000,000.00	\$0.00	\$33,645,704.00	\$0.00	\$0.00	\$0.00	\$1,043,590.00	\$0.00	909,050	1,000,051	0	1,909,101	416,672
82	Wayne-D. River	\$326,181.82	\$1,289,881.59	\$0.00	\$0.00	\$0.00	\$0.00	\$1,616,063.41	\$0.00	\$0.00	\$0.00	\$326,181.82	\$0.00	unknown	unknown	unknown	unknown	unknown
83	Wayne-Eastern	\$89,653.08	\$296,745.13	\$0.00	\$0.00	\$0.00	\$0.00	\$4,450,000.00	\$0.00	\$0.00	\$35,000.00	\$0.00	\$4,375,540.00	unknown	unknown	unknown	unknown	unknown
84	Wayne-Western	\$742,599.00	\$3,012,015.00	\$0.00	\$0.00	\$10,166,377.00	\$0.00	\$13,920,991.00	\$0.00	\$0.00	\$453,107.00	\$8,070,154.00	\$0.00	118,428	231,709	1,728	351,865	unknown
85	Wexford	\$120,351.00	\$101,732.77	\$0.00	\$0.00	\$479,724.86	\$34,780.82	\$0.00	\$0.00	\$600,057.13	\$0.00	\$53,183.43	\$319,096.39	7,076	10,159	51	17,286	71,601
86	Totals	\$16,946,721.85	\$20,800,143.83	\$33,739,105.10	\$27,108,738.67	\$84,042,734.96	\$7,986,201.23	\$203,502,587.01	\$143,913.32	\$4,467,887.35	\$1,354,874.29	\$28,965,690.10	\$6,864,646.71	3,800,464	3,612,767	35,936	7,395,821	8,867,321
87																		
88																		
89																		
90																		
91																		
92																		
93																		
94																		

* 273,420 total includes all counties dispatched from Negaunee Regional Dispatch
 ** Call Volumes reflect data from Lansing only - East Lansing info was unavailable
 *** 128,535 does not include GRPD reported in wired, 795 represents Kent County only PSAP to report separate VoIP calls, 603,635 represents all PSAPs with the exception of Walker PD
 **** Information derived from county supplied data

Emergency Telephone Service Committee
2008 Report to the Michigan Legislature
DISTRIBUTION OF WIRELESS FUNDS TO COUNTIES
(EQUAL & PER CAPITA)
INCLUDES PAYMENTS: October 2007 – July 2008

County	Net Payment
Alcona	100,142
Alger	98,111
Allegan	202,930
Alpena	121,582
Antrim	112,605
Arenac	106,214
Baraga	96,890
Barry	149,416
Bay	207,843
Benzie	104,824
Berrien	265,061
Branch	137,417
Calhoun	238,290
Cass	143,233
Charlevoix	115,867
Cheboygan	116,257
Chippewa	129,491
Clare	121,515
Clinton	158,167
Crawford	102,937
Delta	129,465
Dickinson	117,378
Eaton	200,731
Emmet	121,716
Genesee	564,510
Gladwin	115,792
Gogebic	106,326
Grand Traverse	172,283
Gratiot	133,585
Hillsdale	138,226
Houghton	126,726
Huron	126,795
Ingham	393,028
Ionia	154,628
Iosco	117,233
Iron	101,695
Isabella	156,634
Jackson	260,650
Kalamazoo	348,377
Kalkaska	105,452
Kent	715,700
Keweenaw	89,838

County	Net Payment
Lake	99,720
Lapeer	183,497
Leelanau	110,427
Lenawee	195,579
Livingston	259,042
Luce	95,006
Mackinac	100,388
Macomb	949,635
Manistee	114,156
Marquette	158,037
Mason	118,256
Mecosta	131,690
Menominee	115,031
Midland	177,994
Missaukee	103,161
Monroe	246,999
Montcalm	154,352
Montmorency	98,606
Muskegon	273,537
Newaygo	139,700
Oakland	1,393,846
Oceana	116,722
Ogemaw	111,003
Ontonagon	95,875
Osceola	112,700
Oscoda	97,625
Otsego	112,814
Ottawa	348,061
Presque Isle	103,089
Roscommon	115,187
Saginaw	317,128
Saint Clair	267,010
Saint Joseph	155,616
Sanilac	136,060
Schoolcraft	97,062
Shiawassee	165,754
Tuscola	151,070
Van Buren	170,760
Washtenaw	440,464
Wayne	2,342,438
Wexford	120,674
TOTAL	\$18,121,331

MICHIGAN E9-1-1 SERVICE												
STATUS REPORT FOR PHASE II - 2008												
	ALLTEL	Dobson	AT&T	Centennial	Nextel	Cellular One	Sprint	T-Mobile	Verizon	Cingular	Metro PCS	Other
Counties												
Alcona	Y 3/04	Y 4/05	X	X	Y 2/05	X	X	X	X	X	X	
Alger	Y 5/07	X	Y 6/07	X	X		X	X	X	X	X	
Allegan	Y 8/04	X	Y 9/04	Y 3/05	Y 7/04	X	Y 7/04	Y 3/05	Y 8/05	X	X	
Alpena	Y 4/04	Y 4/05	Y 08/05	X	Y 9/04	Y 8/04	Y 12/06	X	X	Y 8/06	X	
Antrim	Y 5/06	Y 7/05	X	X	Y 6/05	X	Y 2/05	X	Y 3/07	X	X	
Arenac	Y 8/04	Y 8/05	Y 4/04	Y 7/04	Y 5/04	X	Y 6/04	X	X	Y 4/04	X	
Baraga	Y 2/04	Y 7/05	X	X	X	X	X	X	X	X	X	
Barry	Y 6/04	X	Y 1/04	Y 8/04	Y 3/04	X	X	X	Y 10/04	Y 1/04	X	
Bay	Y 8/04	Y 1/07	Y 8/04	X	Y 3/04	X	Y 6/04	Y 1/05	Y 12/05	X	X	
Benzie	Y 6/05	Y 6/05	X	X	Y 6/05	Y 6/05	Y 6/05	X	X	X	X	
Berrien	Y 1/06	X	Y 2/08	Y 8/05	Y 11/05	X	Y 8/05	Y 8/05	Y 3/08	X	X	
Branch	Y 2005	X	X	Y 2004	Y 2004	X	Y 2005	X	X	X	X	
Calhoun	Y 1/05	X	X	Y 4/06	Y 1/03	X	Y 9/06	X	Y 9/05	Y 5/06	X	
Cass	Y 11/05	X	X	Y 2/06	Y 12/05	X	Y 2/06	Y 8/06		Y 7/06	X	
Charlevoix	Y 5/04	Y 6/06	X	X	Y 4/04	X	P 6/07	X	Y 5/07	X	X	
Cheboygan	Y 5/04	Y 6/06	X	X	Y 4/04	X	P 12/07	X	Y 3/07	X	X	
Chippewa	Y 9/04	Y 6/05	X	X	X	X	Y 6/05	X	X	X	X	
Clare	Y 5/04	Y 5/04	X	Y 5/04	Y 5/04	X	Y 5/04	X	Y 5/04	X	X	
Clinton	Y 1/04	X	Y 1/05	Y 1/06	Y 7/04	X	Y 7/04	Y 1/05	Y 5/04	Y 1/05	X	
Crawford	Y 3/04	Y 2005	X	X	Y 2004	X	Y 2004	X	X	X	X	
Delta	Y 10/04	Y 10/04	X	X	X	X	X	X	X	X	X	
Dickinson	Y 7/04	Y 12/04	X	X	X	X	X	X	X	X	X	* Cell Com Y 8/05
Eaton	Y 4/04	X	Y 9/04	Y 5/06	Y 3/04	X	Y 4/04	Y 2/05	Y 5/04	X	X	
Emmet	Y 5/04	Y 7/06	X	X	Y 4/04	X	P 12/07	X	Y 3/07	X	X	
Genesee	X	X	Y 2003	X	Y 2003	X	Y 2003	Y 2003	Y 2003	Y 2003	X	
Gladwin	Y 8/05	Y 4/05	X	Y 8/05	Y 6/05	X	Y 6/05	X	X	X	X	
Gogebic	Y 4/04	R 2/04	X	X	X		X	X	X	X	X	
Grand Traverse	Y 11/06	Y 7/06	X	X	Y 1/06	X	Y 12/05	X	Y 1/07	X	X	
Gratiot	Y 2/06	Y 1/06	X	Y 4/06	Y 1/06	X	Y 6/04	X	Y 12/05	Y 2/07	X	
Hillsdale	Y 11/04	X	X	Y 2/05	Y 12/04	X	Y 12/04	Y 2/05	X	Y 1/07	X	
Houghton	Y 5/04	Y 6/05	Y 7/05	X	X	X	X	X	X	X	X	Cell Com Y 7/05

	MICHIGAN E9-1-1 SERVICE											X
	STATUS REPORT FOR PHASE II - 2008											X
	ALLTEL	Dobson	AT&T	Centennial	Nextel	Cellular One	Sprint	T-Mobile	Verizon	Cingular	X	Other
Huron	X	Y 4/05	X	X	Y 3/04	X	X	X	X	X	X	Thumb Cellular - Y 5/04
Ingham LC	Y 9/03	X	Y 10/03	Y 12/05	Y 8/03	X	Y 12/03	Y 1/04	Y 9/03	X	X	
Ingham EL	Y 12/05	X	X	Y 2/06	Y 2/05	X	Y 2/06	Y 5/05	Y 5/05	Y 6/05	X	
Ionia	Y 8/04	X	Y 4/04	Y 1/06	Y 1/04	X	Y 6/04	Y 1/05	Y 11/03	X	X	
Iosco	Y 2/04	Y 6/05	X	Y 4/04	Y 12/04	X	X	X	X	X	X	
Iron	Y 7/04	Y 2004	X	X	X	X	X	X	X	X	X	
Isabella	Y 10/04	R 4/04	X	Y 4/06	Y 10/04	X	X	X	Y 11/05	X	X	
Jackson	Y 7/04	X	Y 7/04	Y 5/05	Y 4/04	X	Y 8/04	Y 4/05	X	X	X	* Cricket Y 7/04
Kalamazoo	Y 6/04	X	X	Y 3/05	Y 3/04	X	Y 5/04	Y 5/04	Y 9/05	Y 8/06	X	
Kalkaska	Y 4/05	Y 7/05	X	X	Y 1/05	X	Y 7/05	X	X	X	X	
Kent	Y 12/05	X	X	X	Y 12/05	X	Y 12/05	Y 12/05	Y 12/05	Y 12/05	X	
Keweenaw	X	X	X	X	X	Y 8/05		X	X	X	X	PriceCellular Y -8/04
Lake	Y 4/04	Y 4/05	X	X	Y 1/05	X	X	X	X	X	X	
Lapeer	X	X	Y 8/05	X	Y 8/05	X	Y 8/05	Y 8/05	Y 8/05	Y 9/05	X	
Leelanau	Y 2/05	Y 6/05	X	X	Y 3/05	X	X	X	X	X	X	
Lenawee	Y 4/05	X	X	Y 5/05	Y 4/05	X	Y 4/05	Y 6/05	R 8/07	Y 5/05	X	
Livingston	X	X	Y 2/04	X	Y 5/04	X	Y 5/05	Y 1/05	Y 4/04	Y 2/04	Y 9/06	
Luce	Y 2004	Y 2005	X	X	X	X	X	X	X	X	X	
Mackinac	Y 3/04	R 2/04	X	X	Y 5/05	X	Y 3/05	X	X	X	X	
Macomb	X	X	Y 9/06	X	Y 6/05	X	Y 10/05	Y 9/05	Y 6/05	Y 9/06	Y 8/06	
Manistee	Y 5/07	R 1/07	X	X	P 1/08	X	Y 11/04	X	X	X	X	SBC Y 1/03
Marquette	Y 7/04	Y 6/05	X	X	X	X	X	X	X	X	X	Cell Com Y 6/05
Mason	Y 11/04	Y 5/05	X	X	Y 2/04	X	Y 7/05	X	Y 5/04	X	X	
Mecosta	Y 9/04	Y 9/05	X	Y 12/04	Y 10/04		Y 2006	X	Y 2006	X	Y 12/05	
Menominee	Y 9/04	R 1/04	X	X	X	X	Y 1/06	X	X	X	X	* Cell Com Y 12/07
Midland	Y 7/04	Y 7/05	X	X	Y 9/04	X	Y 9/04	X	Y 8/04	Y 2/207	X	
Missaukee	Y 2005	Y 2005	X	X	Y 2005	X	X	X	X	X	X	
Monroe	Y 8/04	X	Y 8/04	X	Y 3/04	X	Y 5/04	Y 8/05	Y 7/04	Y 6/04	Y 8/06	
Montcalm	Y 4/05	Y 7/05	Y 4/05	X	Y 4/05	X	Y 4/05	Y 4/05	X	X	X	
Montmorency	Y 7/04	X	X		Y 6/05	Y 2004	X	X	X	X	X	
Muskegon	Y 3/05	Y 6/05	Y 5/05	X	Y 3/05	X	Y 4/05	X	Y 6/05	Y 5/05	X	
Newaygo	Y 1/04	Y 1/04	X	Y 10/03	Y 11/03	X	Y 1/04	X	Y 5/08	X	X	
Oakland	X	X	R 5/05	X	Y 10/05		Y 3/05	Y 11/05	Y 11/05	Y 2/06	Y 7/06	
Oceana	Y 11/04	Y 5/05	X	X	Y 2/04	X	Y 7/05	X	Y 5/04		X	
Ogemaw	Y 7/05	Y 7/05	X	Y 7/05	Y 7/05	X	Y 7/05	X	Y 7/05	Y 7/05	X	* Cricket Y 7/05

MICHIGAN E9-1-1 SERVICE												
STATUS REPORT FOR PHASE II - 2008												
	ALLTEL	Dobson	AT&T	Centennial	Nextel	Cellular One	Sprint	T-Mobile	Verizon	Cingular		Other
Ontonagon	Y 9/04	Y 6/04	X	X	X	X	X	X	X	X	X	
Osceola	Y 9/04	Y 9/05	X	Y 12/04	Y 10/04	X	Y 2006	X	Y 2006	X	X	
Oscoda	Y 6/04	Y 6/04	X	X	X	X	X	X	X	X	X	
Otsego	Y 4/04	R 11/03	X	X	Y 5/08	X	Y 5/08	X	X	X	X	
Ottawa	Y 3/04	X	Y 5/04	Y 5/06	Y 7/03	X	Y 1/03	Y 2/05	Y 11/04	Y 8/06	X	
Presque Isle	Y 5/05	X	X	X	Y 11/06	Y 8/05	Y 11/06	X	X	X	X	
Roscommon	Y 2001	Y 2005	X	Y 2006	Y 2002	X	Y 2003	X	X	X	X	
St Clair County	X	X	Y 10/05	X	Y 5/05	X	Y 6/05	Y 10/05	Y 5/05	Y 10/05	R 3/08	
St Joseph	Y 6/03	X	X	Y 8/03	Y 5/03	X	Y 2/04	Y 4/05	X	X	X	
Saginaw	Y 6/04	Y 12/04	Y 4/04	X	Y 9/03	X	Y 5/05	Y 5/03	Y 9/03	X	X	
Sanilac	X	Y 7/05	X	X	Y 5/04	X	X	R 2008	X	X	X	* Thumb Y 5/04
Schoolcraft	Y 5/03	Y 5/03	X	X	X	X	X	X	X	X	X	
Shiawassee	X	X	Y 1/04	X	Y 8/03	X	Y 3/04	Y 1/05	Y 10/03	Y 8/03	X	
Tuscola	X	Y 4/05	X	X	Y 3/04	X	X	X	X	X	X	* Thumb Y 5/04
VanBuren	Y 3/04	X	Y 9/04	Y 2/04	Y 2/04	X	Y 6/04	Y 2/05	Y 9/06	X	X	
Washtenaw	X	X	X	X	Y 6/05	X	Y 6/05	Y 8/05	Y 5/05	Y 6/05	Y 9/06	
Wayne-Detroit	X	X	Y 6/06	X	Y 4/06	X	Y 3/06	Y 1/06	Y 2/06	Y 6/06	Y 8/06	
Wayne -CEW	X	X	X	X	Y 9/06	X	Y 11/05	Y 12/05	Y 2/06	Y 3/06	X	
Downriver	X	X	X	X	Y 3/06	X	Y 12/05	Y 12/05	Y 2/06	Y 4/06	X	
Wayne -CWW	X	X	Y 5/06	X	Y 12/05	X	Y 1/06	Y 12/05	Y 2/06	Y 5/06	Y 10/06	
Wexford	Y 11/05	Y 7/05	X	X	Y 11/05	X	Y 10/05	X	X	X	X	
X = Wireless carrier does not have service in this county												
P = Implementation date projected (date included)												
Y= Implemented with wireless carrier (date included)												
R= Requested Phase II - no specific deployment date available												
Other = Other wireless carriers												



BY WAY OF EXAMPLE, BUT NOT LIMITATION, THE FOLLOWING COSTS ARE ALLOWABLE OR DISALLOWABLE (as approved by the ETSC on 6/21/2005):

**ALLOWABLE WIRELESS and WIRELINE
9-1-1 SURCHARGE EXPENDITURES**

Personnel Costs directly attributable to the delivery of 9-1-1 service (i.e.; directors, supervisors, dispatchers, call-takers, technical staff, support staff):

Salaries, MSAG Coordination, Uniforms, Fringe Benefits, Addressing/Database, EAP

Note: If 9-1-1 staff serves dual functions (i.e.; a director who is also in charge of Emergency Management, a dispatcher who is also a police officer) then only those portions of personnel costs attributable to their 9-1-1 functions should be allowable.

Facility Costs of the dispatch center directly attributable to the delivery of 9-1-1 service:

Capital improvements for construction, remodeling, or expansion of dispatch center
Electrical/Heat/AC/Water
Fire Suppression System
Cleaning, Maintenance, Trash Removal
Telephone
Generator/UPS and Grounding
Insurance
Office Supplies
Printing and copying
Furniture

Note: If a shared facility, only those portions of facility costs attributable to the 9-1-1 functions should be allowable.

Training and Memberships directly related to 9-1-1 service:

On the job training
Vendor provided training
Conferences
Travel and lodging as necessary
Membership in associations (APCO, NENA, etc)

THE BELOW DISALLOWABLE EXPENSES ARE MEANT TO SERVE AS EXAMPLES ONLY – PLEASE REFER TO THE ETSC APPEALS PROCESS FOR QUESTIONS.

Personnel Costs of law enforcement, fire, and EMS responders, emergency management staff, shared support or technical staff, except for portions of time directly functioning as 9-1-1 allowable staff.

Facility Costs of law enforcement, fire, EMS, emergency management, or other municipal facilities, except for that portion housing the 9-1-1 center or back up center, or leased to the 9-1-1 center for allowable training or meeting facilities.

Capital costs and furnishing for facilities for which the primary purpose is other than 9-1-1 (i.e.; a conference room used primarily for the City Council but occasionally leased/loaned to the 9-1-1 center for meetings).

Training for staff not involved directly in the delivery of 9-1-1 service, or for any staff for courses not directly attributable to 9-1-1 or dispatching services. **Memberships** for staff not involved directly in the delivery of 9-1-1 service, or for associations with a primary purpose other than public safety communications (i.e., sheriff's associations, police or fire chief associations, etc.)

**ALLOWABLE WIRELESS and WIRELINE
9-1-1 SURCHARGE EXPENDITURES**

Hardware, software, connectivity and peripherals directly attributable to the delivery of 9-1-1 service:

- Customer Premise Equipment
- Remote CPE Hardware/Modems
- Computer-Aided Dispatch
- Radio system (consoles, infrastructure, field equipment)
- LEIN costs for dispatch purposes
- Paging System, pagers and related costs
- Voice logging equipment
- Mobile Data Systems
- GIS/Mapping Systems/AVL Systems
- Alarms/Security Systems
- Connectivity for any of the above
- Maintenance and service agreements of above
- Software licensing of the above
- Associated database costs

Vehicle costs (staff vehicle, pool car, mileage reimbursement, fuel, etc.) directly attributable to the delivery of 9-1-1 service:

- Travel for meetings, training, conferences
- Travel for MSAG verification and testing
- Travel for 9-1-1 Public Education purposes

Professional Services

- Attorneys Consultants Insurance
- Architects Auditor

Public Information/Education Expenses directly attributable to the delivery of 9-1-1 service.

Miscellaneous

**DISALLOWED WIRELESS and WIRELINE
9-1-1 SURCHARGE EXPENDITURES**

Hardware, software, connectivity and peripherals not attributable to the delivery of 9-1-1 service:

- Law Enforcement Record Management Systems
- Fire Records Management Systems
- EMS Records Management Systems
- Jail Records Management Systems
- LEIN costs for non-9-1-1 functions (e.g., Records unit)
- Word processing, databases, etc. not directly attributable to 9-1-1 service
- GIS not directly related to the delivery of 9-1-1 service
- Court Information Systems
- Connectivity for any of the above
- Maintenance and service agreements for any of the above
- Software licensing for any of the above

Vehicle costs (fleet vehicle, pool car, mileage reimbursement, etc.) for law enforcement, fire, or EMS responders, such as patrol cars, fire apparatus, ambulances, etc.

Professional Services not directly attributable to the delivery of 9-1-1 service.

Public Information not directly attributable to the delivery of 9-1-1 service.

Miscellaneous

- Road Signs/Addressing Implements

**Emergency Telephone Service Committee
Appeals Process for Challenges to
Unallowable Expenditures of 9-1-1 Surcharge Funds**

The following appeals process for challenges to unallowable expenditures of wireless funds by a county was approved by the Emergency Telephone Service Committee (ETSC) at its March 22, 2005 meeting:

1. A county or PSAP (primary public safety answering point) with questions or challenges regarding allowable/disallowable 9-1-1 expenditures should be directed to the State 9-1-1 Administration office.
2. **Questions** that cannot be resolved or answered through the State 9-1-1 Administration office will be directed to the ETSC Certification Subcommittee
 - A. The Certification Subcommittee will review the **question** and provide a response within 90 days.
3. **Challenges** to the Allowable/Disallowable Expenditures List may be brought directly to the Certification Subcommittee. Advance notice and supporting information is to be provided to the State 9-1-1 Administration Office five (5) business days in advance of the Certification Subcommittee meeting.
4. If the party posing the **question** or making the **challenge** desires to appeal the Certification Subcommittee's decision, an appeal of the issue may be brought before the entire ETSC for consideration. An advance notice of the appeal is to be made within five (5) business days prior to the ETSC meeting. Any relative documentation is to be provided at that time.
5. The ETSC will review the appeal and rule accordingly by its next regular quarterly meeting.

**PUBLIC SAFETY ANSWERING POINT (PSAP)
PAYMENT HISTORY**

NAME	August 31, 2001		March 2 5, 2002		May 9, 2003		November 7, 2003		May 6, 2004		November 12,2004		May 23, 2005		Refunds Received
	FTE	Payment	FTE	Payment	FTE	Payment	FTE	Payment	FTE	Payment	FTE	Payment	FTE	Payment	
Albion Department of Public Safety			3	1,276	3	1,152	3	925	3	577	3	578	4	1,129	
Alcona County 911	5	1,160	6	2,552	7	2,687	7	2,159	7	1,345	7	1,350	7	1,976	
Alger County E911	8	1,857	8	3,402											(5,259.00) 07
Allegan County Central Dispatch	18	4,177	18	7,655	19	7,294	19	5,860	19	3,652	19	3,663	18	5,081	
Allen Park Police Department	11	2,553							3	577	3	578	3	847	(2,553.00) 08
Alpena County Central Dispatch	9	2,089	9	3,828	10	3,839	10	3,084	10	1,922	10	1,928	9	2,540	
Ann Arbor Police Department	22	5,106	22	9,356	21	8,062	21	6,477	18	3,460	18	3,471	19	5,363	(2,705.13) 08
Antrim County Central Dispatch Center	11	2,553	10	4,253	9	3,455	9	2,776	9	1,730	9	1,735	7	1,976	
Arenac County Central Dispatch	6	1,392	6	2,552	7	2,687	7	2,159	7	1,345	7	1,350	8	2,258	
Auburn Hills Police Department			6	2,552	8	3,071	8	2,467	9	1,730	9	1,735	10	2,823	
Barry County Central Dispatch	13	3,017	13	5,529	13	4,991	13	4,010	13	2,499	13	2,507	14	3,952	
Bay County 911 Central Dispatch	24	5,570	25	10,632	22	8,446	22	6,785	23	4,421	23	4,435	23	6,492	
Belding Area Dispatch Center					4	1,536	4	1,234	4	769	4	771	4	1,129	
Benton Township Police Department					6	2,303	6	1,851	5	961	5	964	5	1,411	
Benton Harbor Police Department					8	3,071	8	2,467	9	1,730	9	1,735	9	2,540	
Benzie County Sheriff Department	8	1,857			4	1,536	4	1,234							
Berkley Department of Public Safety	5	1,160	5	2,126											
Berrien County Sheriff's Department	19	4,410			23	8,830	23	7,094	12	2,307	12	2,314	11	3,105	(5,124.80) 08
Beverly Hills Public Safety Department	6	1,392	3	1,276	4	1,536	4	1,234	4	769	4	771	4	1,129	(977.48) M
Birmingham Police Department	7	1,625	7	2,977	7	2,687	7	2,159	7	1,345	7	1,350	6	1,694	
Bloomfield Hills Public Safety Department	6	1,392	4	1,701	4	1,536	4	1,234	3	577	3	578	4	1,129	
Bloomfield Township Police Department	15	3,481	16	6,805	13	4,991	13	4,010	11	2,114	11	2,121	11	3,105	
Branch County 911/central Dispatch	13	3,017	12	5,103					12	2,307	12	2,314	12	3,387	
Brownstown Police Department	8	1,857													
Calhoun County Central Communication 911			25	10,632											(7,725.71) 07
Canton Township Department of Public Safety	13	3,017			10	3,839	10	3,084	13	2,499	13	2,507	12	3,387	
Cass County Sheriff Department	10	2,321	10	4,253	10	3,839	10	3,084	8	1,538	8	1,542	9	2,540	
CCE Central Dispatch Authority	20	4,642	18	7,655	18	6,910	18	5,552	17	3,268	17	3,278			(3,125.38) M
Center Line Public Safety Department	5	1,160	3	1,276	5	1,920	5	1,542					3	847	
Central Dispatch Network (Belleville/Sumpter	7	1,625	8	3,402	8	3,071	8	2,467	7	1,345	7	1,350	7	1,976	
Central Michigan University															
Chelsea Police Department															
Chesterfield Twp Police Department	6	1,392	6	2,552					8	1,538	8	1,542	9	2,540	
Chippewa County Central Dispatch	11	2,553	11	4,678	11	4,223	11	3,393	11	2,114	11	2,121	10	2,823	
Clare County Central Dispatch	9	2,089			9	3,455	9	2,776	9	1,730	9	1,735	8	2,258	
Clawson Police Department	7	1,625	3	1,276											(1,309.00) 07
Clay Township					5	1,920	5	1,542	5	961	5	964	5	1,411	
Clinton County Central Dispatch	12	2,785	11	4,678	12	4,607	12	3,701	12	2,307	12	2,314	11	3,105	
Clinton Township Police Department	13	3,017	12	5,103	13	4,991	13	4,010	12	2,307	12	2,314	13	3,670	
Crawford Emergency Central Dispatch	6	1,392	7	2,977	7	2,687	7	2,159	7	1,345	7	1,350	7	1,976	
Dearborn 911 Communications	22	5,106	22	9,356	21	8,062	21	6,477	21	4,036	21	4,049	20	5,645	
Dearborn Heights Police Department	15	3,481							14	2,691	14	2,699	12	3,387	
Delta County Central Dispatch	9	2,089	8	3,402	8	3,071	8	2,467	8	1,538	8	1,542			
Detroit Emergency Telephone District	111	25,761	188	79,955	186	71,407	186	57,368	125	24,026	125	24,101	117	33,026	
Dickinson County Central Dispatch	9	2,089			9	3,455	9	2,776	8	1,538	8	1,542	8	2,258	
East Lansing Police Department	15	3,481	16	6,805											
Eastern Michigan University Police Department					4	1,536	4	1,234	4	769	4	771	4	1,129	
Eaton County Central Dispatch	24	5,570	25	10,632	24	9,214	24	7,402	26	4,997	26	5,013	25	7,057	
Ecorse Police/Ecorse Fire	9	2,089													(2,089.00) 08
Farmington Department of Public Safety			4	1,701	5	1,920	5	1,542	4	769	4	771	5	1,411	
Farmington Hills Police Department	21	4,874	20	8,506	19	7,294	19	5,860	18	3,460	18	3,471	20	5,645	
Fenton Police Department			4	1,701	5	1,920	5	1,542	5	961	5	964	5	1,411	
Ferndale Police Department					10	3,839	10	3,084	4	769	4	771			
Flat Rock Police Department									1	192	1	193	2	565	
Flint 911					28	10,749	28	8,636	26	4,997	26	5,013	25	7,057	

**PUBLIC SAFETY ANSWERING POINT (PSAP)
PAYMENT HISTORY**

NAME	August 31, 2001		March 2 5, 2002		May 9, 2003		November 7, 2003		May 6, 2004		November 12,2004		May 23, 2005		Refunds Received
	FTE	Payment	FTE	Payment	FTE	Payment	FTE	Payment	FTE	Payment	FTE	Payment	FTE	Payment	
Fraser Department of Public Safety	8	1,857	7	2,977					7	1,345	7	1,350	7	1,976	
Garden City Police Department			5	2,126	6	2,303	6	1,851	7	1,345	7	1,350	6	1,694	(414.00) 07
Genesee County 911 Authority	33	7,659	33	14,035	33	12,669	33	10,178	34	6,535	34	6,556	33	9,315	
Gilbralter Police Department	5	1,160	4	1,701	4	1,536	4	1,234					1	282	(763.96) 08
Gladwin County Central Dispatch	9	2,089	9	3,828	9	3,455	9	2,776	9	1,730	9	1,735	10	2,823	(1,249.92) 07
Grand Rapids Police Dept Communications Bureau					28	10,749	28	8,636							
Grand Traverse Central Dispatch	17	3,945	17	7,230	16	6,143	16	4,935							
Grandville Police Department					4	1,536	4	1,234	5	961	5	964	5	1,411	(6,098.70) 07
Gratiot County Central Dispatch	7	1,625	4	1,701	4	1,536	4	1,234	5	961	5	964	4	1,129	
Greenville Public Safety	5	1,160			5	1,920	5	1,542	5	961	5	964	4	1,129	
Grosse Ile Township Police Department	4	928			5	1,920	5	1,542					5	1,411	
Grosse Pointe City DPS	4	928	4	1,701	4	1,536	4	1,234	4	769	4	771	4	1,129	
Grosse Pointe Farms					6	2,303	6	1,851							
Grosse Pointe Park Department of Public Safety					4	1,536	4	1,234	4	769	4	771	4	1,129	
Grosse Pointe Shores DPS	3	696							4	769	4	771	4	1,129	
Grosse Pointe Woods DPS	4	928	5	2,126	5	1,920	5	1,542	4	769	4	771	4	1,129	(926.00) 07
Harper Woods Police Department	4	928							4	769	4	771	3	847	(928.00) 07
Hazel Park Police Department			9	3,828	9	3,455	9	2,776	3	577	3	578	3	847	
Hillsdale County Central Dispatch	13	3,017	12	5,103	13	4,991	13	4,010	13	2,499	13	2,507	13	3,670	
Holly Police Department	4	928	3	1,276	3	1,152	3	925	3	577	3	578			
Houghton County 911/central Dispatch	8	1,857			9	3,455	9	2,776	10	1,922	10	1,928			(4,729.95) 06
Huron Central Dispatch	10	2,321	10	4,253	10	3,839	10	3,084	10	1,922	10	1,928	10	2,823	
Huron Township Police-Fire			5	2,126	5	1,920	5	1,542	5	961	5	964	5	1,411	
Ionia County Central Dispatch	14	3,249	14	5,954	14	5,375	14	4,318	14	2,691	14	2,699	14	3,952	
Iosco County Central Dispatch	11	2,553	10	4,253	11	4,223	11	3,393					12	3,387	
Iron County 911	1	232	9	3,828	9	3,455	9	2,776	9	1,730	9	1,735	9	2,540	
Isabella County Central Dispatch	12	2,785	12	5,103	12	4,607	12	3,701	12	2,307	12	2,314	13	3,670	
Jackson County Central Dispatch	21	4,874	21	8,931	21	8,062	21	6,477	20	3,844	20	3,856	19	5,363	
Kalamazoo County Sheriff Department															
Kalamazoo DPS	20	4,642							19	3,652	19	3,663			
Kalamazoo Township Police Department									4	769	4	771	4	1,129	
Kalkaska County Central Dispatch			7	2,977	7	2,687	7	2,159	6	1,153	6	1,157	6	1,694	
Kent County Sheriff Department	26	6,034	25	10,632	25	9,598	25	7,711	23	4,421	23	4,435	25	7,057	(2,418.80) 08
Lake County 911 Central Dispatch	10	2,321	9	3,828	9	3,455	9	2,776	9	1,730	9	1,735	6	1,694	
Lake Orion Police Department	4	928	4	1,701	4	1,536	4	1,234	5	961	5	964			(1,463.04) 08
Lansing Police Dept/Ingham Cty Central Dispa	56	12,996	47	19,989	49	18,812	49	15,113	49	9,418	49	9,448	52	14,678	
Lapeer County Central Dispatch	18	4,177	17	7,230	17	6,526	17	5,243	19	3,652	19	3,663	17	4,799	
Leelanau County Central Dispatch	8	1,857	6	2,552	8	3,071	8	2,467	6	1,153	6	1,157	10	2,823	
Lenawee County Sheriff Department	15	3,481	16	6,805	15	5,759	15	4,626	14	2,691	14	2,699	13	3,670	
Livingston County 911 Central Dispatch	23	5,338	24	10,207	25	9,598	25	7,711	24	4,613	24	4,627	28	7,904	
Livonia Police Department	10	2,321	9	3,828	9	3,455	9	2,776	8	1,538	8	1,542	9	2,540	
Macomb County Sheriff's Department	15	3,481	19	8,081	19	7,294	19	5,860	16	3,075	16	3,085	18	5,081	
Madison Heights Police Department	18	4,177			10	3,839	10	3,084	9	1,730	9	1,735	8	2,258	
Manistee Co. 911 Central Dispatch									10	1,922	10	1,928	10	2,823	
Marquette County Central Dispatch	10	2,321	10	4,253	10	3,839	10	3,084	10	1,922	10	1,928	10	2,823	
Marshall City Dispatch			4	1,701	4	1,536	4	1,234	4	769	4	771	4	1,129	
Mason-Oceana 911	13	3,017	14	5,954	15	5,759	15	4,626	15	2,883	15	2,892	14	3,952	
Meconia Consolidated Central Dispatch Authc	15	3,481	15	6,379	15	5,759	15	4,626	14	2,691	14	2,699	15	4,234	
Menominee County 911	9	2,089	9	3,828	9	3,455	9	2,776	9	1,730	9	1,735			
Midland County Central Dispatch Authority	16	3,713	16	6,805	17	6,526	17	5,243	16	3,075	16	3,085	17	4,799	
Milan Police Department	5	1,160	4	1,701	5	1,920	5	1,542	5	961	5	964	5	1,411	
Milford Police Department	7	1,625	4	1,701	5	1,920	5	1,542					5	1,411	
Missaukee County Sheriffs Office	5	1,160	5	2,126	5	1,920	5	1,542					6	1,694	
Monroe County Central Dispatch			21	8,931	22	8,446	22	6,785	20	3,844	20	3,856			
Montclam County Central Dispatch	12	2,785	10	4,253	12	4,607	12	3,701	11	2,114	11	2,121			

**PUBLIC SAFETY ANSWERING POINT (PSAP)
PAYMENT HISTORY**

NAME	August 31, 2001		March 2 5, 2002		May 9, 2003		November 7, 2003		May 6, 2004		November 12,2004		May 23, 2005		Refunds Received
	FTE	Payment	FTE	Payment	FTE	Payment	FTE	Payment	FTE	Payment	FTE	Payment	FTE	Payment	
Montmorency County 911 Sheriff Department	6	1,392	5	2,126					4	769	4	771	4	1,129	
Mt Clemens Police Department	4	928	5	2,126	5	1,920	5	1,542	3	577	3	578			
Muskegon Central Dispatch	24	5,570	23	9,782	23	8,830	23	7,094	21	4,036	21	4,049	21	5,928	
Newaygo County 9-1-1 Central Dispatch	11	2,553	11	4,678									11	3,105	
Niles Police Department	8	1,857			8	3,071	8	2,467	8	1,538	8	1,542	9	2,540	
Northville Police Department	5	1,160	4	1,701	4	1,536	4	1,234	2	384	2	386			
Northville Township Public Safety	9	2,089	8	3,402	8	3,071	8	2,467	6	1,153	6	1,157	8	2,258	
Novi Regional Police Department			15	6,379	16	6,143	16	4,935	17	3,268	17	3,278	17	4,799	
Oak Park Department of Public Safety	8	1,857	7	2,977	6	2,303	6	1,851	4	769	4	771	5	1,411	(1,411.00) 05
Oakland County Sheriff Department	41	9,515	39	16,586	41	15,740	41	12,646	42	8,073	42	8,098	41	11,573	
Ogemaw County Central Dispatch	6	1,392	7	2,977	7	2,687	7	2,159	7	1,345	7	1,350	6	1,694	
Otsego County 911 Dispatch	6	1,392	5	2,126	7	2,687	7	2,159	6	1,153	6	1,157	6	1,694	
Ottawa County Central Dispatch	29	6,730	30	12,759	28	10,749	28	8,636	31	5,959	31	5,977	32	9,033	
Oxford Police Department	5	1,160	4	1,701	4	1,536	4	1,234	4	769	4	771	5	1,411	
Pittsfield Township Public Safety Department	8	1,857	7	2,977	7	2,687	7	2,159	8	1,538	8	1,542	6	1,694	(4,015.83) M
Pleasant Ridge Police Department	3	696	3	1,276	3	1,152	3	925							(3,831.00) 05
Plymouth Community Communications Cente	9	2,089	9	3,828	10	3,839	10	3,084					10	2,823	
Pontiac Police Department			19	8,081					20	3,844	20	3,856	18	5,081	
Port Huron Police Department	9	2,089	9	3,828	9	3,455	9	2,776	10	1,922	10	1,928	9	2,540	
Portage Police Department					10	3,839	10	3,084					9	2,540	
Presque Isle County E-911	4	928	5	2,126	5	1,920	5	1,542	4	769	4	771	4	1,129	(157.00) 07
Redford Police Department			5	2,126	8	3,071	8	2,467	9	1,730	9	1,735	3	847	
Richmond Police Department	4	928	4	1,701					5	961	5	964	5	1,411	
River Rouge Police Department	6	1,392													
Riverview Police Department			4	1,701											(1,701.00) 07
Rochester Police Department					5	1,920	5	1,542	5	961	5	964	5	1,411	
Rochester Hills Communications Center					9	3,455	9	2,776	10	1,922	10	1,928	10	2,823	
Rochester Hills Fire Department	13	3,017	10	4,253											
Rockwood Police Department	6	1,392			6	2,303	6	1,851	4	769	4	771	4	1,129	
Romeo Police Department					4	1,536	4	1,234	4	769	4	771	4	1,129	
Romulus Police Department	8	1,857	8	3,402									8	2,258	
Roscommon County Central Dispatch	11	2,553	9	3,828	9	3,455	9	2,776	10	1,922	10	1,928	10	2,823	
Roseville Police Department	9	2,089	8	3,402	8	3,071	8	2,467	9	1,730	9	1,735	5	1,411	
Royal Oak Police Department	17	3,945	16	6,805	12	4,607	12	3,701	11	2,114	11	2,121	11	3,105	(3,872.52) M
Saginaw County Central Dispatch	40	9,283	38	16,161	37	14,205	37	11,412	38	7,304	38	7,327	40	11,291	
Saline Police Department	4	928	4	1,701	4	1,536	4	1,234	4	769	4	771	4	1,129	(578.22) 07
Sanilac County Central Dispatch	8	1,857	8	3,402	9	3,455	9	2,776	9	1,730	9	1,735	8	2,258	
Shelby Township Police Department	11	2,553	12	5,103					11	2,114	11	2,121	10	2,823	
Shiawassee County 911	11	2,553	12	5,103	12	4,607	12	3,701	11	2,114	11	2,121	11	3,105	
South Haven Dispatch Center	5	1,160							5	961	5	964	4	1,129	
Southgate Police Department					10	3,839	10	3,084					4	1,129	
Southfield Department of Public Safety			20	8,506	20	7,678	20	6,169	20	3,844	20	3,856	21	5,928	
St Clair County Central Dispatch															
St Clair Shores Police Department			12	5,103	11	4,223	11	3,393	10	1,922	10	1,928	11	3,105	
St Joseph Police Department			3	1,276	3	1,152	3	925	2	384	2	386	3	847	(464.42) 08
St. Joseph County Central Dispatch--9-1-1	14	3,249	14	5,954	14	5,375	14	4,318	15	2,883	15	2,892	17	4,799	
Sterling Heights Police Department	28	6,498	24	10,207	25	9,598	25	7,711	22	4,229	22	4,242	22	6,210	
Sturgis Police Department	5	1,160	4	1,701	4	1,536	4	1,234	3	577	3	578			
Taylor Police Department	13	3,017	21	8,931	24	9,214	24	7,402	16	3,075	16	3,085	16	4,516	
Trenton Police Department	8	1,857	8	3,402	8	3,071	8	2,467							
Troy Police Department	22	5,106	19	8,081	20	7,678	20	6,169							
Tuscola County Central Dispatch Authority	10	2,321	11	4,678	11	4,223	11	3,393	11	2,114	11	2,121	12	3,387	
University of Michigan Dept. of Public Safety			11	4,678											
Utica Police Department	6	1,392	5	2,126									5	1,411	
Van Buren County Central Dispatch	12	2,785	11	4,678	11	4,223	11	3,393	11	2,114	11	2,121	12	3,387	

**PUBLIC SAFETY ANSWERING POINT (PSAP)
PAYMENT HISTORY**

NAME	August 31, 2001		March 25, 2002		May 9, 2003		November 7, 2003		May 6, 2004		November 12, 2004		May 23, 2005		Refunds Received	
	FTE	Payment	FTE	Payment	FTE	Payment	FTE	Payment	FTE	Payment	FTE	Payment	FTE	Payment		
Van Buren Township Public Safety			6	2,552	7	2,687	7	2,159	9	1,730	9	1,735				
Walker Police Department	6	1,392	6	2,552	6	2,303	6	1,851	6	1,153	6	1,157			(1,722.76) 07	
Walled Lake Police Department	5	1,160	5	2,126	6	2,303	6	1,851	6	1,153	6	1,157	5	1,411		
Warren Police Department	24	5,570	23	9,782					22	4,229	22	4,242	22	6,210		
Washtenaw Central Dispatch	17	3,945	16	6,805	13	4,991	13	4,010					16	4,516		
Waterford Township Police Department	15	3,481	15	6,379	15	5,759	15	4,626	15	2,883	15	2,892	13	3,670		
Wayne County Central Communications	22	5,106	19	8,081											(5,172.00) 07	
Wayne Police Department	7	1,625	6	2,552	7	2,687	7	2,159	8	1,538	8	1,542	8	2,258		
West Bloomfield Police Department	16	3,713	16	6,805	16	6,143	16	4,935	15	2,883	15	2,892	14	3,952		
Western Michigan University Police Departme	7	1,625	11	4,678	7	2,687	7	2,159	5	961	5	964	4	1,129		
Westland Police Department	13	3,017	17	7,230	19	7,294	19	5,860	17	3,268	17	3,278	18	5,081		
Wexford County Sheriff/Central Dispatch	9	2,089			10	3,839	10	3,084	9	1,730	9	1,735	9	2,540		
White Lake Township Police Department	5	1,160	4	1,701	4	1,536	4	1,234	4	769	4	771	4	1,129		
Woodhaven Police Department	6	1,392													(364.00) 08	
Wyandotte Police Department	7	1,625			9	3,455	9	2,776	5	961	5	964	5	1,411		
Wyoming Police Department					17	6,526	17	5,243	10	1,922	10	1,928				
Ypsilanti City Police Department	4	928	3	1,276	3	1,152	3	925	2	384	2	386	2	565		
Subtotal	1,709	396,620	1,725	733,621	1,808	694,110	1,808	557,640	1,662	319,454	1,662	320,440	1,611	454,738	(73,150.62)	
Michigan State Police		24,368		41,253		38,007		30,535		13,071		13,111				
Total	1,709	420,988	(1)	774,874	(2)	732,117	(3)	588,175	(4)	332,525	(5)	333,551	(5)	454,738	(6)	(73,150.62)

M = Multiple

- | | | | |
|--|--|---|---|
| (1) 351,999.02 posted to AY00
68,988.98 posted to AY01 | (4) All posted to AY03 | (8) 27,037.99 posted to AY05
484,164.01 posted to AY06 | (11) 337,206.67 AY07
228,421.33 AY08 |
| (2) 512,011.02 posted to AY01
262,862.98 posted to AY02 | (5) All posted to AY04 | (9) 483,235.99 posted to AY06
46,091.01 posted to AY07 | (12) All AY 08 |
| (3) All posted to AY02 | (6) 105,624 posted to AY04
349,114 posted to AY05 | (10) All to AY 07
((\$1,249.92) was reduced from the
pymt as a return of \$ (Gladwin)) | |
| | (7) All posted to AY05 | | |

**PUBLIC SAFETY ANSWERING POINT (PSAP)
PAYMENT HISTORY**

NAME	November 16, 2005		May 18, 2006		November 17, 2006		June 6, 2007			December 5, 2007		May 28, 2008		Total
	FTE	Payment	FTE	Payment	FTE	Payment	FTE	Payment	Reduction	FTE	Payment	FTE	Payment	
Albion Department of Public Safety	4	1,165	3	1,275	3	1,320	3	1,164		3	1,228	2	803	12,592.00
Alcona County 911	7	2,038	7	2,975	7	3,080	8	3,103		8	3,274	8	3,212	30,911.00
Alger County E911														0.00
Allegan County Central Dispatch	18	5,241	17	7,224	17	7,480	18	6,982		18	7,367	19	7,628	79,304.00
Allen Park Police Department	3	874												2,876.00
Alpena County Central Dispatch	9	2,621					8	3,103		8	3,274	9	3,613	31,841.00
Ann Arbor Police Department	19	5,533												44,122.87
Antrim County Central Dispatch Center	7	2,038	9	3,824	9	3,960	9	3,491		9	3,684	9	3,613	39,088.00
Arenac County Central Dispatch	8	2,330	8	3,400	8	3,520	7	2,715		7	2,865	8	3,212	31,785.00
Auburn Hills Police Department	10	2,912	9	3,824	9	3,960	9	3,491		9	3,684	9	3,613	35,862.00
Barry County Central Dispatch	14	4,077	13	5,524	13	5,720	14	5,430		14	5,730	14	5,620	58,606.00
Bay County 911 Central Dispatch	23	6,697	23	9,774	23	10,120	22	8,533		22	9,004	20	8,029	98,938.00
Belding Area Dispatch Center	4	1,165												6,604.00
Benton Township Police Department	6	1,747					6	2,327		6	2,456			8,224.00
Benton Harbor Police Department	5	1,456												8,946.00
Benzie County Sheriff Department	9	2,621												16,021.00
Berkley Department of Public Safety														6,056.00
Berrien County Sheriff's Department	11	3,203												26,138.20
Beverly Hills Public Safety Department	4	1,165												8,294.52
Birmingham Police Department	6	1,747	6	2,550	6	2,640	7	2,715		7	2,865	7	2,810	29,164.00
Bloomfield Hills Public Safety Department	4	1,165					4	1,552		4	1,637			12,501.00
Bloomfield Township Police Department	11	3,203	12	5,099	12	5,280	12	4,655		12	4,911	12	4,817	54,592.00
Branch County 911/central Dispatch	12	3,494												19,622.00
Brownstown Police Department														1,857.00
Calhoun County Central Communication 911							17	6,594		17	6,958	17	6,825	23,283.29
Canton Township Department of Public Safety	12	3,494	15	6,374	15	6,600	17	6,594		17	6,958	14	5,620	53,973.00
Cass County Sheriff Department	9	2,621	9	3,824	9	3,960	9	3,491		9	3,684	9	3,613	40,310.00
CCE Central Dispatch Authority												18	7,226	35,405.62
Center Line Public Safety Department	3	874					3	1,164		3	1,228	4	1,606	11,617.00
Central Dispatch Network (Belleville/Sumpter	7	2,038	7	2,975	7	3,080	6	2,327		6	2,456			28,112.00
Central Michigan University							5	1,939		5	2,046	5	2,007	5,992.00
Chelsea Police Department							6	2,327		6	2,456	4	1,606	6,389.00
Chesterfield Twp Police Department	9	2,621					10	3,879		10	4,093	10	4,014	24,171.00
Chippewa County Central Dispatch	10	2,912	10	4,249	10	4,400	10	3,879		10	4,093	10	4,014	45,452.00
Clare County Central Dispatch	8	2,330	9	3,824	9	3,960	9	3,491		9	3,684	9	3,613	34,945.00
Clawson Police Department														1,592.00
Clay Township	5	1,456	5	2,125	5	2,200	4	1,552		4	1,637	4	1,606	17,374.00
Clinton County Central Dispatch	11	3,203	11	4,674	11	4,840	13	5,042		13	5,321	13	5,219	51,796.00
Clinton Township Police Department	13	3,785	12	5,099	12	5,280	13	5,042		13	5,321	14	5,620	55,559.00
Crawford Emergency Central Dispatch	7	2,038												15,924.00
Dearborn 911 Communications	20	5,824												48,555.00
Dearborn Heights Police Department	12	3,494										15	6,022	21,774.00
Delta County Central Dispatch												9	3,613	17,722.00
Detroit Emergency Telephone District	117	34,069												349,713.00
Dickinson County Central Dispatch	8	2,330	9	3,824	9	3,960								23,772.00
East Lansing Police Department			15	6,374	15	6,600	15	5,818		15	6,139	15	6,022	41,239.00
Eastern Michigan University Police Departmer	4	1,165					5	1,939		5	2,046	5	2,007	12,596.00
Eaton County Central Dispatch	25	7,280	25	10,624	25	11,000	24	9,309		24	9,823	25	10,036	107,957.00
Ecorse Police/Ecorse Fire														0.00
Farmington Department of Public Safety	5	1,456										5	2,007	11,577.00
Farmington Hills Police Department	20	5,824										20	8,029	52,963.00
Fenton Police Department	5	1,456	5	2,125	5	2,200	5	1,939		5	2,046	5	2,007	20,272.00
Ferndale Police Department														8,463.00
Flat Rock Police Department	2	582												1,532.00
Flint 911	25	7,280	25	10,624	25	11,000	27	10,473		27	11,051	25	10,036	96,916.00

**PUBLIC SAFETY ANSWERING POINT (PSAP)
PAYMENT HISTORY**

NAME	November 16, 2005		May 18, 2006		November 17, 2006		June 6, 2007			December 5, 2007		May 28, 2008		Total
	FTE	Payment	FTE	Payment	FTE	Payment	FTE	Payment	Reduction	FTE	Payment	FTE	Payment	
Fraser Department of Public Safety	7	2,038	6	2,550	6	2,640	7	2,715		7	2,865	7	2,810	25,123.00
Garden City Police Department	6	1,747												12,002.00
Genesee County 911 Authority	33	9,609	34	14,448	34	14,961	35	13,576		35	14,325	33	13,248	147,114.00
Gilbralter Police Department	1	291												5,440.04
Gladwin County Central Dispatch	10	2,912	9	3,824	9	3,960	10	3,879		10	4,093	11	4,416	40,270.08
Grand Rapids Police Dept Communications Bt			39	16,573	39	17,161	39	15,127		39	15,962	38	15,255	99,463.00
Grand Traverse Central Dispatch			15	6,374	15	6,600	15	5,818		15	6,139	17	6,825	54,009.00
Grandville Police Department	5	1,456	4	1,700	4	1,760								4,923.30
Graiot County Central Dispatch	4	1,165	9	3,824	9	3,960	9	3,491		9	3,684			25,274.00
Greenville Public Safety	4	1,165												8,841.00
Grosse Ile Township Police Department	5	1,456												7,257.00
Grosse Pointe City DPS	4	1,165												9,233.00
Grosse Pointe Farms														4,154.00
Grosse Pointe Park Department of Public Safe	4	1,165	4	1,700	4	1,760	4	1,552		4	1,637	4	1,606	14,859.00
Grosse Pointe Shores DPS	4	1,165												4,530.00
Grosse Pointe Woods DPS	4	1,165												9,424.00
Harper Woods Police Department	3	874										3	1,204	4,465.00
Hazel Park Police Department	3	874												12,935.00
Hillsdale County Central Dispatch	13	3,785	13	5,524	13	5,720	12	4,655		12	4,911	12	4,817	55,209.00
Holly Police Department												4	1,606	7,042.00
Houghton County 911/central Dispatch														7,208.05
Huron Central Dispatch	10	2,912	10	4,249	10	4,400	10	3,879		10	4,093	10	4,014	43,717.00
Huron Township Police-Fire	5	1,456												10,380.00
Ionia County Central Dispatch	14	4,077	14	5,949	14	6,160	14	5,430		14	5,730	14	5,620	61,204.00
Iosco County Central Dispatch	12	3,494	12	5,099	12	5,280	12	4,655		12	4,911	12	4,817	46,065.00
Iron County 911	9	2,621												18,917.00
Isabella County Central Dispatch	13	3,785	13	5,524	13	5,720	12	4,655		12	4,911	12	4,817	53,899.00
Jackson County Central Dispatch	19	5,533												46,940.00
Kalamazoo County Sheriff Department												4	1,606	1,606.00
Kalamazoo DPS							20	7,758		20	8,186	19	7,628	35,529.00
Kalamazoo Township Police Department	4	1,165	4	1,700	4	1,760						5	2,007	9,301.00
Kalkaska County Central Dispatch	6	1,747	6	2,550	6	2,640	6	2,327		6	2,456	7	2,810	26,357.00
Kent County Sheriff Department	25	7,280												54,749.20
Lake County 911 Central Dispatch	6	1,747					8	3,103		8	3,274	8	3,212	28,875.00
Lake Orion Police Department														5,860.96
Lansing Police Dept/Ingham Cty Central Disp:	52	15,142	51	21,672	51	22,441	53	20,558		53	21,692	51	20,474	222,433.00
Lapeer County Central Dispatch	17	4,950	17	7,224	17	7,480	17	6,594		17	6,958	17	6,825	75,321.00
Leelanau County Central Dispatch	10	2,912	10	4,249	10	4,400	8	3,103		8	3,274	10	4,014	37,032.00
Lenawee County Sheriff Department	13	3,785					16	6,206		16	6,548	16	6,423	52,693.00
Livingston County 911 Central Dispatch	28	8,153	27	11,473	27	11,881	28	10,861		28	11,460	28	11,241	115,067.00
Livonia Police Department	9	2,621					11	4,267	(387.88)	10	4,093	10	4,014	32,607.12
Macomb County Sheriff's Department	18	5,241	20	8,499	20	8,800	23	8,921		23	9,413	23	9,233	86,064.00
Madison Heights Police Department	8	2,330	8	3,400	8	3,520	9	3,491		9	3,684	8	3,212	36,460.00
Manistee Co. 911 Central Dispatch	10	2,912												9,585.00
Marquette County Central Dispatch	10	2,912	11	4,674	11	4,840	10	3,879		10	4,093	10	4,014	44,582.00
Marshall City Dispatch	4	1,165					4	1,552		4	1,637	4	1,606	13,100.00
Mason-Oceana 911	14	4,077	14	5,949	14	6,160	14	5,430		14	5,730	14	5,620	62,049.00
Meceola Consolidated Central Dispatch Authc	15	4,368	15	6,374	15	6,600	15	5,818		15	6,139	15	6,022	65,190.00
Menominee County 911							9	3,491		9	3,684	9	3,613	26,401.00
Midland County Central Dispatch Authority	17	4,950	17	7,224	17	7,480	17	6,594		17	6,958	16	6,423	72,875.00
Milan Police Department	5	1,456					4	1,552		4	1,637			14,304.00
Milford Police Department	5	1,456										5	2,007	11,662.00
Missaukee County Sheriffs Office	6	1,747	8	3,400	8	3,520	7	2,715		7	2,865	5	2,007	24,696.00
Monroe County Central Dispatch												21	8,430	40,292.00
Montclam County Central Dispatch			15	6,374	15	6,600	14	5,430		14	5,730	16	6,423	50,138.00

**PUBLIC SAFETY ANSWERING POINT (PSAP)
PAYMENT HISTORY**

<u>NAME</u>	<u>November 16, 2005</u>		<u>May 18, 2006</u>		<u>November 17, 2006</u>		<u>June 6, 2007</u>			<u>December 5, 2007</u>		<u>May 28, 2008</u>		<u>Total</u>
	<u>FTE</u>	<u>Payment</u>	<u>FTE</u>	<u>Payment</u>	<u>FTE</u>	<u>Payment</u>	<u>FTE</u>	<u>Payment</u>	<u>Reduction</u>	<u>FTE</u>	<u>Payment</u>	<u>FTE</u>	<u>Payment</u>	
Montmorency County 911 Sheriff Department	4	1,165	4	1,700	4	1,760								10,812.00
Mt Clemens Police Department														7,671.00
Muskegon Central Dispatch	21	6,115	22	9,349	22	9,680	24	9,309		24	9,823	23	9,233	98,798.00
Newaygo County 9-1-1 Central Dispatch	11	3,203												13,539.00
Niles Police Department	9	2,621										8	3,212	18,848.00
Northville Police Department														6,401.00
Northville Township Public Safety	8	2,330	9	3,824	9	3,960	9	3,491		9	3,684	10	4,014	36,900.00
Novi Regional Police Department	17	4,950	17	7,224	17	7,480	16	6,206		16	6,548	16	6,423	67,633.00
Oak Park Department of Public Safety														10,528.00
Oakland County Sheriff Department	41	11,939	41	17,423	41	18,041	41	15,903	(387.88)	40	16,371	42	16,861	178,381.12
Ogemaw County Central Dispatch	6	1,747	8	3,400	8	3,520	8	3,103		8	3,274	9	3,613	32,261.00
Otsego County 911 Dispatch	6	1,747	6	2,550	6	2,640	6	2,327		6	2,456	6	2,409	26,497.00
Ottawa County Central Dispatch	32	9,318	35	14,873	35	15,401	34	13,188		34	13,916	34	13,649	140,188.00
Oxford Police Department	5	1,456												10,038.00
Pittsfield Township Public Safety Department	6	1,747												12,185.17
Pleasant Ridge Police Department														218.00
Plymouth Community Communications Cente	10	2,912	11	4,674	11	4,840	10	3,879		10	4,093	9	3,613	39,674.00
Pontiac Police Department	18	5,241	18	7,649	18	7,920	14	5,430		14	5,730			52,832.00
Port Huron Police Department	9	2,621												21,159.00
Portage Police Department	9	2,621	10	4,249	10	4,400	10	3,879		10	4,093	10	4,014	32,719.00
Presque Isle County E-911	4	1,165												10,193.00
Redford Police Department	3	874										7	2,810	15,660.00
Richmond Police Department	5	1,456	5	2,125	5	2,200	5	1,939		5	2,046	5	2,007	17,738.00
River Rouge Police Department														1,392.00
Riverview Police Department														0.00
Rochester Police Department	5	1,456					4	1,552		4	1,637	4	1,606	13,049.00
Rochester Hills Communications Center	10	2,912	10	4,249	10	4,400	10	3,879		10	4,093	10	4,014	36,451.00
Rochester Hills Fire Department														7,270.00
Rockwood Police Department	4	1,165												9,380.00
Romeo Police Department	4	1,165	4	1,700	4	1,760								10,064.00
Romulus Police Department	8	2,330												9,847.00
Roscommon County Central Dispatch	10	2,912	11	4,674	11	4,840	11	4,267		11	4,502	10	4,014	44,494.00
Roseville Police Department	5	1,456	5	2,125	5	2,200								21,686.00
Royal Oak Police Department	11	3,203												25,728.48
Saginaw County Central Dispatch	40	11,648	39	16,573	39	17,161						38	15,255	137,620.00
Saline Police Department	4	1,165												8,654.78
Sanilac County Central Dispatch	8	2,330					9	3,491		9	3,684	9	3,613	30,331.00
Shelby Township Police Department	10	2,912	10	4,249	10	4,400	9	3,491		9	3,684	10	4,014	37,464.00
Shiawassee County 911	11	3,203	11	4,674	11	4,840	11	4,267		11	4,502	11	4,416	49,206.00
South Haven Dispatch Center	4	1,165	5	2,125	5	2,200	5	1,939		5	2,046	5	2,007	15,696.00
Southgate Police Department	4	1,165	4	1,700	4	1,760	4	1,552		4	1,637	4	1,606	17,472.00
Southfield Department of Public Safety	21	6,115	20	8,499	20	8,800	22	8,533		22	9,004	21	8,430	85,362.00
St Clair County Central Dispatch							14	5,430		14	5,730	15	6,022	17,182.00
St Clair Shores Police Department	11	3,203	11	4,674	11	4,840	11	4,267		11	4,502	11	4,416	45,576.00
St Joseph Police Department	3	874												5,379.58
St. Joseph County Central Dispatch--9-1-1	17	4,950	16	6,799	16	7,040	16	6,206		16	6,548	15	6,022	67,035.00
Sterling Heights Police Department	22	6,406	22	9,349	22	9,680	22	8,533		22	9,004	22	8,832	100,499.00
Sturgis Police Department														6,786.00
Taylor Police Department	16	4,659					6	2,327		6	2,456	8	3,212	51,894.00
Trenton Police Department												2	803	11,600.00
Troy Police Department							20	7,758		20	8,186	20	8,029	51,007.00
Tuscola County Central Dispatch Authority	12	3,494	13	5,524	13	5,720	13	5,042		13	5,321	14	5,620	52,958.00
University of Michigan Dept. of Public Safety							13	5,042		13	5,321	11	4,416	19,457.00
Utica Police Department	5	1,456					4	1,552		4	1,637			9,574.00
Van Buren County Central Dispatch	12	3,494	12	5,099	12	5,280	13	5,042		13	5,321	13	5,219	52,156.00

**PUBLIC SAFETY ANSWERING POINT (PSAP)
PAYMENT HISTORY**

NAME	November 16, 2005		May 18, 2006		November 17, 2006		June 6, 2007			December 5, 2007		May 28, 2008		Total
	FTE	Payment	FTE	Payment	FTE	Payment	FTE	Payment	Reduction	FTE	Payment	FTE	Payment	
Van Buren Township Public Safety												8	3,212	14,075.00
Walker Police Department														8,685.24
Walled Lake Police Department	5	1,456												12,617.00
Warren Police Department	22	6,406	22	9,349	22	9,680	22	8,533		22	9,004	22	8,832	81,837.00
Washtenaw Central Dispatch	16	4,659	16	6,799	16	7,040	16	6,206		16	6,548	15	6,022	61,541.00
Waterford Township Police Department	13	3,785	13	5,524	13	5,720	12	4,655		12	4,911			54,285.00
Wayne County Central Communications														8,015.00
Wayne Police Department	8	2,330	8	3,400	8	3,520	8	3,103		8	3,274	7	2,810	32,798.00
West Bloomfield Police Department	14	4,077	15	6,374	15	6,600	15	5,818		15	6,139	15	6,022	66,353.00
Western Michigan University Police Departme	4	1,165	3	1,275	3	1,320	4	1,552		4	1,637	4	1,606	22,758.00
Westland Police Department	18	5,241	17	7,224	17	7,480	17	6,594		17	6,958			68,525.00
Wexford County Sheriff/Central Dispatch	9	2,621	9	3,824	9	3,960	9	3,491		9	3,684	9	3,613	36,210.00
White Lake Township Police Department	4	1,165					4	1,552		4	1,637	5	2,007	14,661.00
Woodhaven Police Department														1,028.00
Wyandotte Police Department	5	1,456												12,648.00
Wyoming Police Department			10	4,249	10	4,400	10	3,879		10	4,093	13	5,219	37,459.00
Ypsilanti City Police Department	2	582	4	1,700	4	1,760	3	1,164		3	1,228	3	1,204	13,254.00
Subtotal	1,606	467,659	1,165	495,055	1,165	512,607	1,311	508,513	(775.76)	1,309	535,753	1,403	563,228	6,485,511.62
Michigan State Police				16,147	38	16,720	73	28,315		73	29,875	72	28,904	280,306.00
Total	1,606	467,659 (7)	1,165	511,202 (8)	1,203	529,327 (9)	1,384	536,828 (10)	(775.76) (10)	1,382	565,628 (11)	1,475	592,132 (12)	6,765,817.62

Interest on C.C. Charges
 AY 03 300.00
 AY 04 200.00
 AY 05 100.00
 AY 06 200.00
 AY 07 200.00
 AY 08 200.00

**Emergency Telephone Service Committee
Training Fund Use Compliance Policy**

The proper use of Training Funds may be examined on an individual PSAP basis separate from the County-based Compliance Review Process. Informal reviews and/or inquiries may be initiated by the State 9-1-1 Administrator's Office.

A formal review or examination of training fund use may be initiated by:

1. The ETSC
2. The ETSC Dispatcher Training Subcommittee
3. The ETSC Certification Subcommittee
4. The State 9-1-1 Administrator's Office

The State 9-1-1 Administrator's Office will coordinate formal reviews or examinations of individual PSAP Training Fund use. The State 9-1-1 Administrator may request the following information from the PSAPs:

1. Completed ETSC-510 forms.
2. Listings of personnel attending training.
3. Internal accounting reports/documentation of expenses.

If a PSAP is unable to provide proper expenditure information, it will be presumed that it is an invalid expenditure and it will be the PSAPs responsibility to establish otherwise.

Upon evaluating the information provided by a PSAP, a written report will be provided to the Chairperson of the ETSC, as well as the Chairpersons of the ETSC Dispatcher Training Subcommittee and the ETSC Certification Subcommittee. The Chairpersons of the aforementioned shall determine if an improper expenditure was made. If an improper Training Fund expenditure has been made, the State 9-1-1 Administrator's Office will issue a letter to the PSAP requesting reimbursement or corrective accounting action for improperly expended funds.

Appeals to this determination must follow the procedure set forth in the Emergency Telephone Service Committee's **Appeals Process for Challenges to Unallowable Expenditures of 9-1-1 Surcharge Funds**.

A PSAP that fails to make a reimbursement will be referred to the Dispatcher Training Subcommittee for further action.

This procedure will also apply to public entities that received training funds, but no longer operate a PSAP.

Emergency Telephone Service Committee
Rules for Challenges and Appeals to the Dispatcher Training Fund Distribution Process

The Emergency Telephone Service Committee (ETSC) has established the following rules to challenge or appeal the Dispatcher Training Fund Distribution process:

1. A PSAP (Public Safety Answering Point) with **questions** in regard to the Dispatcher Training Fund Distribution process should direct those questions to the State 9-1-1 Administrator's Office.
2. **Questions** that cannot be answered or resolved through the State 9-1-1 Administrator's Office will be directed to the ETSC Dispatcher Training Subcommittee at their next meeting.
3. **Challenges** to the Dispatcher Training Fund Distribution process may be brought directly to the Dispatcher Training Subcommittee. Although not mandatory, it is recommended that a representative from the PSAP challenging the process appear before the subcommittee in person. Advance notice and supporting information shall be provided to the State 9-1-1 Administrator's office within a minimum of 5 business days in advance of the subcommittee meeting.
4. If the party posing the **question** or making the **challenge** desires to appeal the Dispatcher Training Subcommittee's decision, an appeal of the issue may be brought before the entire ETSC. Appeals on fund distribution will be heard at the next regularly scheduled ETSC meeting. Advance notice of the appeal shall be made within a minimum of 5 business days prior to the ETSC meeting. Any relative documentation shall be provided at that time. A representative for the PSAP shall appear before the committee.
5. The ETSC will review the appeal and rule accordingly by its next regular quarterly meeting.

Course Name	Course Number	Hours	Training Provider	Expiration Date
16 Hour Refresher Course (CD-ROM)	AST 200502	16	Advanced Technology, Inc. Systems	6/15/2008
40 Hour Basic Course (CD-ROM)	AST 200501	40	Advanced Technology, Inc. Systems	6/15/2008
40-Hour Beginning Dispatch	SCC 200707	40	Success Communications, Inc.	6/6/2010
911 Dispatch Academy	OCC 200702	144	Oakland Police Academy	6/1/2008
9-1-1 Liability	PWH 200808	8	PowerPhone, Inc.	1/14/2010
9-1-1 Liability	SCC 200803	8	Success Communications, Inc.	1/7/2010
911 Operator TDD Training	VAE 200701	2	Valencia Enterprises	6/15/2008
911 Relationships: Survive & Thrive Together	MCI 200702	8	MasterCare Institute, P.C.	2/28/2008
9-1-1 Supervision	PWH 200809	16	PowerPhone, Inc.	3/3/2010
9-1-1 Supervision-Leading Teams in a Crisis	PWH 200502	16	PowerPhone, Inc.	Expired
A Matter of Life & Death	SCC 200602	14	Success Communications, Inc.	10/7/2008
Achieving Excellence in 9-1-1 Center Management	NENA 200603	16	National Emergency Number Association	Expired
Achieving Supervisory Excellence	MNA 200801E	24	MACNLOW Associates	1/15/2010
Active Shooter Incidents for Public Safety Communications	APCO 200801	8	APCO Institute, Inc.	1/10/2010
Active Shooting Incidents	PWH 2005805A	8	PowerPhone, Inc.	5/30/2010
Advanced Dispatch-Professional Dispatcher	MNA 200802E	16	MACNLOW Associates	1/15/2010
Advanced Fire Service Dispatch	PWH 200503	16	PowerPhone, Inc.	Expired
Advanced Fire Service Dispatch	PWH 200810	16	PowerPhone, Inc.	3/3/2010
Advanced Fire Service Dispatch-Recertification	PWH 200601	8	PowerPhone, Inc.	Expired
Advanced Law Enforcement Dispatch	PWH 200801	16	PowerPhone, Inc.	1/14/2010
Advanced Public Safety Dispatch	PWH 200514	40	PowerPhone, Inc.	3/4/2008
Advanced Supervision	MNA 200606E	24	MACNLOW Associates	8/16/2008
American Heart Association CPR & AED	MCCD 200801	4	Marquette County Central Dispatch	1/7/2010
American Red Cross-First Aid/CPR/AED for the Workplace, Schools & Community	MCD 200701	8	Muskegon Central Dispatch	6/22/2008
Anger Management	SCC 200804	8	Success Communications, Inc.	2/28/2010
Anti-Terrorism for First Responders-Incident Response to Terrorist Bombings	SMH 200702	4	Schoolcraft County Citizens' Corp. Council	7/16/2008

Course Name	Course Number	Hours	Training Provider	Expiration Date
APCO Communications Center Supervisor Course (CD-ROM)	AST 200503	24	Advanced Systems Technology, Inc.	6/15/2008
APCO Fall Conference-2007	APCO 200702	9	MI-APCO	9/12/2008
Aqua Software Training	PDIS 200603	6	Priority Dispatch Corporation	11/4/2008
Audiolog Interaction Quality Training	LPD 200805A	12	City of Lansing Police Department	
Basic and Advanced LEIN Training	SCCD 200801	8	St. Clair County Central Dispatch	2/21/2010
Basic Dispatch Class	DCC 200501	40	Delta College/Delta Police Academy	Expired
Basic LEIN	TAC 200506	16	911 Training and Consultants, LLC	Expired
Basic LEIN Plus	MSP 200509	15	Michigan State Police-CJIC	Expired
Basic LEIN Training	MSP 200601	16	Michigan State Police-CJIS	Expired
Becoming a Great Supervisor	SCC 200603	14	Success Communications, Inc.	11/15/2008
Being the Best!	PST 200606	8	Public Safety Training Consultants	9/28/2008
Beslan Terrorist School Seige and Lessons for America	LPD 200601E	8	Lansing Police Department	Expired
Building Your 9-1-1 Liability Shield	PST 200703	8	Public Safety Training Consultants	3/28/2008
Chippewa County Emergency Medical Dispatch	CCCD 200601	5	Chippewa County Central Dispatch	Expired
Coaching for High Quality Work Performance	MNA 20065E	7	MACNLOW Associates	4/15/2008
Coaching for High Quality Work Performance	MNA 200804A	7	MACNLOW Associates	4/15/2010
Coaching for Improved Job Performance	CJI 200703E	7	Criminal Justice Management Institute	8/21/2008
Communications Center Officer (CTO)	PSI 200702	16	Public Safety Group	1/4/2010
Communications Center Supervisor	PSI 200705	16	Public Safety Group	1/4/2010
Communications Center Supervisor 3rd Edition	APCO 200803D	24	APCO Institute, Inc.	3/11/2010
Communications Center Supervisor 3rd Edition	APCO 200501	24	APCO Institute, Inc.	3/11/2008
Communications Center Supervisor 3rd Edition-Online	APCO 200803E	24	APCO Institute, Inc.	3/11/2010
Communications Center Supervisor 3rd Edition-Online	APCO 200502	24	APCO Institute, Inc.	3/11/2008
Communications Training and Evaluation Program	DDW 200501	32	DeWolf & Associates	2/2/2010
Communications Training Officer (CTO) 4th Edition Institute	APCO 200803C	24	APCO Institute, Inc.	3/11/2010
Communications Training Officer (CTO) 4th Edition Institute	APCO 200503	24	APCO Institute, Inc.	3/11/2008
Communications Training Officer (CTO) 4th Edition Institute-Online	APCO 200803B	24	APCO Institute, Inc.	3/11/2010

Course Name	Course Number	Hours	Training Provider	Expiration Date
Communications Training Officer (CTO) 4th Edition Institute-Online	APCO 200504	24	APCO Institute, Inc.	3/11/2008
Communications Training Officer Basic Training	LBH 200602	32	LB Harvey Training & Consulting	5/21/2008
Conflict Management	SCC 200804A	8	Success Communications, Inc.	4/15/2010
Conflict Resolution	SCC 200702	14	Success Communications, Inc.	12/14/2008
Conflict Resolution/Community Relations	MNA 200504E	7	MACNLOW Associates	1/31/2009
Continuing Dispatch Education (CDEs)	PDIS 200504	8	Priority Dispatch Corporation	7 /1 /2008
Counseling and Discipline: Look for Win Win	MNA 200508	8	MACNLOW Associates	04/15/2008
Counseling and Discipline: Look for Win Win	MNA 200804B	8	MACNLOW Associates	4/15/2010
Crisis Communications	PST 200608	8	Public Safety Training Consultants	9/28/2008
Critical Incident Dispatching	PSI 200701	16	Public Safety Group	1/4/2010
Critical Incident Stress	PSI 200706	8	Public Safety Group	4/23/2010
CTO Workshop	PST 200705	24	Public Safety Training Consultants	6/29/2008
CTO-Update	DDW 200804A	8	DeWolf & Associates	4/15/2010
Cultural Diversity	SCC 200709	16	Success Communications, Inc.	12/14/2008
Customer Service	SCC 200706	7	Success Communications, Inc.	1/24/2010
Customer Service the 9-1-1 Way	PST 200609	8	Public Safety Training Consultants	9/28/2008
Delivering Exemplary Customer Service/Community Relations	MNA 200602E	15	MACNLOW Associates	1/31/2010
Developing High Performance Dispatch Teams/Teambuilding	MNA 200609E	7	MACNLOW Associates	11/13/2008
Dispatching Officer Down and Suicide Calls	MNA 200703E	16	MACNLOW Associates	1/31/2010
Dispatching Officer Down Calls	MNA 200705E	8	MACNLOW Associates	2/16/2010
Dispatching Suicide Calls	MNA 200706E	8	MACNLOW Associates	2/16/2010
Domestic Violence	PSI 200602	8	Public Safety Group	5/28/2010
Domestic Violence Intervention	PWH 200802	8	PowerPhone, Inc.	1/14/2010
DV Training for Rural Communications Professionals	MCCD 200701	12	Marquette County Central Dispatch	3/26/2008
EMD Concepts - 1st Edition	APCO 200522	8	APCO Institute, Inc.	9/23/2008
EMD Concepts - 1st Edition-Online	APCO 200523	8	APCO Institute, Inc.	9/23/2008
EMD Instructor - 5th Edition, Version 2	APCO 200505	40	APCO Institute, Inc.	3/11/2008
EMD Instructor - 5th Edition, Version 2-Online	APCO 200701	40	APCO Institute, Inc.	3/11/2008
Emergency Fire Dispatch	PDIS	24	Priority Dispatch Corporation	7 /1 /2008

Course Name	Course Number	Hours	Training Provider	Expiration Date
	200503			
Emergency Fire Dispatch	PDIS 200806A	24	Priority Dispatch Corporation	7/1/2010
Emergency Fire Dispatch-Quality Assurance	PDIS 200601	16	Priority Dispatch Corporation	3/16/2010
Emergency Management Planning for Dispatch Centers	GRF 200805A	12	Marc Griffis LLC	5/8/2010
Emergency Medical Dispatch	PDIS 200501	24	Priority Dispatch Corporation	7 /1 /2008
Emergency Medical Dispatch	PWH 200803	24	PowerPhone, Inc.	1/14/2010
Emergency Medical Dispatch	PDIS 200806B	24	Priority Dispatch Corporation	7/1/2010
Emergency Medical Dispatch 5th Edition, Ver. 2	APCO 200520	32	APCO Institute, Inc.	9/16/2008
Emergency Medical Dispatch Instructor 5th Edition, Version 2	APCO 200803A	40	APCO Institute, Inc.	3/11/2010
Emergency Medical Dispatch Instructor-5th Edition, Ver. 2-Online	APCO 200803F	40	APCO Institute, Inc.	3/11/2010
Emergency Medical Dispatch-Quality Assurance	PDIS 200602	40	Priority Dispatch Corporation	2/16/2010
Emergency Medical Dispatch-Recertification	PWH 200515	8	PowerPhone, Inc.	3/4/2008
Emergency Police Dispatch	PDIS 200806C	24	Priority Dispatch Corporation	7 /1 /2010
Emergency Police Dispatch (EPD)	PDIS 200502	24	Priority Dispatch Corporation	7/1/2008
Emergency Police Dispatch-Quality Assurance	PDIS 200702	16	Priority Dispatch Corporation	3/16/2010
Emergency Telecommunicator Course	PDIS 200703	40	Priority Dispatch Corporation	3/1/2010
Emergency Telecommunicator-Instructor	PDIS 200701	24	Priority Dispatch Corporation	3/6/2010
Emotional Survival	MNA 200504	7	MACNLOW Associates	Expired
E-Team Training	CCCD 200801	4	Chippewa County Central Dispatch	2/28/2010
Ethics	SCC 200801	8	Success Communications, Inc.	12/17/2008
Ethics Train-the-Trainer	WCSD 200801	32	Washtenaw County Sheriff's Office	2/28/2010
Executive Leadership Forum	MNA 200709E	16	MACNLOW Associates	8/7/2008
Fire Communication	PSI 200603	8	Public Safety Group	5/28/2010
Fire Communications	PST 200704	16	Public Safety Training Consultants	6/29/2008
Fire Communications - 3rd Edition	APCO 200524	16	APCO Institute, Inc.	Expired
Fire Communications - 3rd Edition-Online	APCO 200525	16	APCO Institute, Inc.	Expired
Fire Service Communications-1st Edition	APCO 200606	32	APCO Institute, Inc.	11/28/2008
Fire Service Communications-1st Edition-Instructor Course	APCO 200604	40	APCO Institute, Inc.	11/28/2008

Course Name	Course Number	Hours	Training Provider	Expiration Date
Fire Service Communications-1st Edition-Instructor Course-Online	APCO 200603	40	APCO Institute, Inc.	11/28/2008
Fire Service Communications-1st Edition-Online	APCO 200605	32	APCO Institute, Inc.	11/28/2008
Handling Discipline	CJI 200702E	14	Criminal Justice Management Institute	2/7/2010
Handling Domestic Calls	MNA 200608E	14	MACNLOW Associates	10/6/2008
Hazardous Materials Preparedness	PWH 200506	8	PowerPhone, Inc.	Expired
High Risk!	PST 200603	8	Public Safety Training Consultants	3/1/2008
Hiring Right for 9-1-1	PEI 200802	3	Profile Evaluations Inc./PEI Online	12/19/2008
Homeland Security	PST 200607	8	Public Safety Training Consultants	9/28/2008
Homeland Security for Telecommunicators	PWH 200804	8	PowerPhone, Inc.	1/14/2010
Hostage (Crisis) Negotiations	PSI 200601	8	Public Safety Group	1/10/2009
Hostage Negotiations	PWH 200805	8	PowerPhone, Inc.	1/14/2010
Hot Button Seminar	FSH 200803A	6	Fishman Group	3/7/2010
How to Deal with Difficult People	SKL 200601	6	Skill Path Seminars	Expired
ICS-300	CCCD 200701	20	Chippewa County Central Dispatch	2/7/2008
In-Progress	PST 200701	8	Public Safety Training Consultants	3/28/2008
Instructor Development	MSP 200505	36	Michigan State Police-Training Division	2/12/2008
Interpersonal Communication	MNA 200505	14	MACNLOW Associates	Expired
Introduction to ArcGIS I and ArcGIS II	ESRI 200701	40	ESRI-Minneapolis	2/28/2008
Introduction to Management	CJI 200701E	21	Criminal Justice Mgmt. Institute	3/11/2010
Keys to Successful Leadership	MNA 200601E	8	MACNLOW Associates	1/18/2009
Law Enforcement Recertification	PWH 200603	6	PowerPhone, Inc.	4/21/2008
Leadership in the 9-1-1 Center	NENA 200602	8	National Emergency Number Association	Expired
Leadership Skills	DDW 200701	16	DeWolf & Associates	3/7/2010
Leading and Supervising Generation X and the Millennials	MNA 200701E	8	MACNLOW Associates	1/2/2010
LEIN Basic Training	TAC 200701	14	911 Training and Consultants, LLC	4/9/2008
LEIN Recertification	TAC 200702	4	911 Training and Consultants, LLC	4/9/2008
Managing Stress and Work Related Burnout	LGB 200804A	6	Lewis G. Bender Ph.D	4/15/2010
MCDA Director's School	MCDA 200703	16	Michigan Communications Director's Association	9/24/2008

Course Name	Course Number	Hours	Training Provider	Expiration Date
Michigan Criminal Law Introduction for Public Safety Dispatchers	OCC 200701	7	Oakland Police Academy	6/1/2010
Mission Critical Communications	PST 200604	16	Public Safety Training Consultants	6/5/2008
Modern Techniques for the Effective Management of Mass Casualty Incidents	CEMA 200701	4	Comprehensive Emergency Management Associates, LLC	2/13/2008
Morale: Whose Responsibility Is it?	MNA 200702E	8	MACNLOW Associates	1/2/2010
Motivating Your Workforce	SCC 200703	8	Success Communications, Inc.	12/4/2008
NENA Conference-2007	NENA 200701	18	National Emergency Number Association	1/15/2008
NENA Conference-2008	NENA 200803	18	NENA-Michigan Chapter Conference	3/7/2010
NENA Pre-Conference 2008, Leadership in the 9-1-1 Center	NENA 200805A	6	NENA-Michigan Chapter Conference	5/5/2010
Non-Emergency Call Handling	PWH 200603	8	PowerPhone, Inc.	11/7/2008
Police and Dispatch: Working as a Team	MNA 200707E	7	MACNLOW Associates	3/5/2008
Presentation Skills	MSP 200506	20	Michigan State Police-Training Division	2/12/2008
Professional Dispatchers	MNA 200803E	16	MACNLOW Associates	1/7/2010
Progressive Supervision Workshop	PST 200801	8	Public Safety Training Consultants	1/18/2010
ProQa Software Training	PDIS 200604	8	Priority Dispatch Corporation	11/4/2008
PST1 6th Edition Instructor Course	APCO 200526	40	APCO Institute, Inc.	9/16/2008
PST1 6th Edition Instructor Course-Online	APCO 200527	40	APCO Institute, Inc.	9/16/2008
PST1 6th Edition Student Course	APCO 200528	54	APCO Institute, Inc.	9/16/2008
PST1 6th Edition Student Course-Online	APCO 200529	54	APCO Institute, Inc.	9/16/2008
Recertification for EMD, EFD, EPD	PDIS 200704	8	Priority Dispatch Corporation	3/6/2010
School Violence: Lessons Learned	PST 200605	8	Public Safety Training Consultants	9/28/2008
Spanish for 911	SAN 200801	21	Sanilac County Central Dispatch	1/17/2010
Stamp Collecting, Customer Service Skills	PSI 200709	4	Public Safety Group	5/14/2010
Stress Identification and Management	PWH 200806	8	PowerPhone, Inc.	1/14/2010
Stress Management	MNA 200506	7	MACNLOW Associates	Expired
Stress Management	PSI 200501	8	Public Safety Group	8/8/2008
Stress Management-CISM for Dispatchers	PST 200706	16	Public Safety Training Consultants	11/1/2008
Suicide Intervention	PSI 200704	8	Public Safety Group	1/4/2010

Course Name	Course Number	Hours	Training Provider	Expiration Date
Suicide Intervention	PWH 200807	8	PowerPhone, Inc.	1/14/2010
Supervising the Communications Training & Evaluation Process	LBH 200601	24	LB Harvey & Consulting	5/21/2008
Supervision & Management of Public Safety Communications Center	PSC 200601	24	Public Safety Communication Mgmt. Services	Expired
Supervisor Development (People Skills)	MSP 200503	36	Michigan State Police-Training Division	2/12/2008
Survive and Thrive in the Emotional Terrain of the 9-1-1 Center	MCI 200701	8	MasterCare Institute, P.C.	2/28/2008
Surviving Dispatcher Stress	PST 200702	8	Public Safety Training Consultants	3/28/2008
Surviving in the Communications Center Environment	PSC 200602	16	Public Safety Communication Management Services	Expired
Team Building	SCC 200601	14	Success Communications, Inc.	8/28/2008
Telecommunicator Liability	PSI 200707	8	Public Safety Group	5/1/2010
Terrorism and the Telecommunicator	PSI 200703	8	Public Safety Group	1/4/2010
The Bullet Proof Mind: Mental Preparedness for Combat for L/E Families	LPD 200804A	8	Lansing Police Department	4/15/2010
The Professional Supervisor	SCC 200704	14	Success Communications, Inc.	1/3/2010
The Professional Supervisor-Advanced	SCC 200705	14	Success Communications, Inc.	1/3/2010
The Telecommunications Leader: Team Building, Customer Service and Mentoring	MNA 200708E	12	The Rossow Group/MACNLOW Associates	4/2/2008
The Telecommunicator's Role in Homeland Security	APCO 200521	8	APCO Institute, Inc.	9/23/2008
Time Management	MNA 200805A	8	MACNLOW Associates	5/7/2010
Time Management	MNA 200507	7	MACNLOW Associates	5/6/2008
Tools for 9-1-1 Professionals	PEI 200801	5	Profile Evaluations Inc./PEI Online	12/19/2008
Training Officer Trainers Course	SCCD 200701	40	St. Clair County Central Dispatch	7/15/2008
Trains, Planes, and Automobiles	PST 200602	8	Public Safety Training Consultants	Expired
Triumphant Teams	SCC 200701	8	Success Communications, Inc.	12/19/2008
TTY for 9-1-1	PSI 200708	4	Public Safety Group	5/15/2010
Turn Stress Into Success	SCC 200708	16	Success Communications, Inc.	6/22/2008
When the 911 Caller is a Kid/Dispatch Specialty	MNA 200803A	8	MACNLOW Associates	3/6/2010

Michigan 9-1-1 COUNTY SURCHARGES

As Compiled by Michigan Public Service Commission Staff

Rates Effective 8/01/2008 – Posted 7/8/2008

[Questions or comments may be e-mailed to norcrossk@michigan.gov](mailto:norcrossk@michigan.gov)

County	Technical Charge: Recurring (Col. 1)	Technical Charge: Nonrecurring (Col. 2)	County 9-1-1 Charge (Col. 3)	Total Charges (Col. 4)
Alcona	\$0.36	0	\$2.10	\$2.46
Alger	\$0.24	0	\$0.18	\$0.42
Allegan	\$0.23	0	\$1.63	\$1.86
Alpena	\$0.28	0	\$2.14	\$2.42
Antrim	\$0.48	0	\$1.97	\$2.45
Arenac	\$0.28	0	\$0.32	\$0.60
Baraga	\$0.00	0	0	\$0.00
Barry	\$0.23	0	0	\$0.23
Bay	\$0.20	0	0	\$0.20
Benzie	\$0.18	0	\$2.13	\$2.31
Berrien	\$0.00	0	\$0.42	\$0.42
Branch	\$0.35	0	\$0.31	\$0.66
Calhoun	\$0.25	0	\$0.60	\$0.85
Cass	\$0.30	0	\$1.18	\$1.48
Charlevoix	\$0.22	0	\$0.51	\$0.73
Cheboygan	\$0.22	0	\$0.50	\$0.72
Chippewa	\$0.33	0	\$0.99	\$1.32
Clare	\$0.24	0	\$0.47	\$0.71
Clinton	\$0.34	0	\$2.00	\$2.34
Crawford	\$0.35	0	\$2.35	\$2.70
Delta	\$0.23	0	\$0.44	\$0.67
Dickinson	\$0.49	0	\$0.41	\$0.90
Eaton	\$0.19	0	0	\$0.19
Emmet	\$0.22	0	\$0.58	\$0.80
Genesee	\$0.21	0	\$1.24	\$1.45
Gladwin	\$0.21	0	\$0.51	\$0.72
Gogebic	\$0.15	0	\$0.30	\$0.45
Grand Traverse	\$0.24	0	\$0.66	\$0.90
Gratiot	\$0.29	0	\$1.29	\$1.58
Hillsdale	\$0.50	0	\$1.20	\$1.70
Houghton	\$0.24	0	\$1.10	\$1.34

Huron	\$0.26	0	\$1.87	\$2.13
Ingham	\$0.25	0	\$0.31	\$0.56
Ionia	\$0.22	0	\$1.77	\$1.99
Iosco	\$0.23	0	\$1.85	\$2.08
Iron	\$0.32	0	\$1.61	\$1.93
Isabella	\$0.35	0	\$1.50	\$1.85
Jackson	\$0.23	0	\$0.44	\$0.67
Kalamazoo	\$0.20	0	0	\$0.20
Kalkaska	\$0.31	0	\$2.52	\$2.83
Keweenaw	\$0.00	0	0	\$0.00
Kent	\$0.17	0	\$0.45	\$0.62
Lake	\$0.25	0	\$2.51	\$2.76
Lapeer	\$0.12	0	\$1.55	\$1.67
Leelanau	\$0.25	0	0	\$0.25
Lenawee	\$0.33	0	\$1.18	\$1.51
Livingston	\$0.18	0	\$1.85	\$2.03
Luce	\$0.32	0	\$0.99	\$1.31
Mackinac	\$0.26	0	\$1.43	\$1.69
Macomb	\$0.20	0	0	\$0.20
Manistee	\$0.26	0	0	\$0.26
Marquette	\$0.20	0	0	\$0.20
Mason	\$0.28	0	\$2.09	\$2.37
Mecosta	\$0.27	0	\$1.50	\$1.77
Menominee	\$0.34	0	\$1.30	\$1.64
Midland	\$0.26	0	0	\$0.26
Missaukee	\$0.41	0	0	\$0.41
Monroe	\$0.23	0	\$0.39	\$0.62
Montcalm	\$0.47	0	\$1.89	\$2.36
Montmorency	\$0.36	0	\$1.47	\$1.83
Muskegon	\$0.25	0	\$0.34	\$0.59
Newaygo	\$0.60	0	\$1.56	\$2.16
Oakland	\$0.23	\$0.01	\$0.18	\$0.42
Oceana	\$0.28	0	\$2.09	\$2.37
Ogemaw	\$0.25	0	\$0.59	\$0.84
Ontonagon	\$0.41	\$0.10	\$0.51	\$1.02
Osceola	\$0.27	0	\$1.50	\$1.77
Oscoda	\$0.46	0	\$0.45	\$0.91
Otsego	\$0.48	0	\$1.72	\$2.20
Ottawa	\$0.21	0	0	\$0.21
Presque Isle	\$0.34	0	\$0.31	\$0.65
Roscommon	\$0.35	0	0	\$0.35
Saginaw	\$0.22	0	\$2.18	\$2.40

Sanilac	\$0.22	0	\$0.44	\$0.66
Schoolcraft	\$0.32	\$0.12	\$0.40	\$0.84
Shiawassee	\$0.35	0	\$1.22	\$1.57
St. Clair	\$0.20	0	\$0.41	\$0.61
St. Joseph	\$0.26	0	0	\$0.26
Tuscola	\$0.20	0	\$1.80	\$2.00
Van Buren	\$0.24	0	\$0.41	\$0.65
Washtenaw	\$0.19	0	\$0.43	\$0.62
Wayne :				
Detroit Emergency	\$0.23	0	\$0.34	\$0.57
Downriver	\$0.17	0	\$0.34	\$0.51
Wayne, Conf. East.	\$0.19	0	\$0.34	\$0.53
Wayne, Conf. West	\$0.20	\$0.01	\$0.34	\$0.55
Wexford	\$0.24	0	\$0.25	\$0.49

NOTE:

The Technical Charges (recurring and non-recurring) will be updated in July, to begin on August 1, 2008. PA 164, Sec. 401a, provides for the \$0.19 Michigan 9-1-1 charge to be included on customer bills and remitted to the Michigan Department of Treasury. Shaded areas are changes from last month.

STATE OF MICHIGAN

BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

In the matter, on the Commission's own motion,
to implement the provisions of Section 401a (5),
Section 408(4), and Section 408(7) of 2007 PA 164.)

Case No. U-15552
(e-file paperless)

COMMENTS OF THE STATE 9-1-1 COMMITTEE

On December 20, 2007, Governor Jennifer M. Granholm signed 2007 PA 164 and PA 165, the Emergency 9-1-1 Service Enabling Act (the Act), which amends 1986 PA 32; MCL 484.1101 *et seq.*

Section 401a (5) of the Act, MCL 484.1401a (5), reads as follows:

- (5) The commission in consultation with the committee shall review and may adjust the state 9-1-1 charge under this section and the distribution percentages under section 408 to be effective on January 1, 2009 and January 1, 2010. Any adjustment to the charge by the commission shall be made no later than October 1 of the preceding year and shall be based on the committee's recommendations under section 412. Any adjustments to the state 9-1-1 charge or distribution percentages after December 31, 2010 shall be made by the legislature.

On June 24, 2008, at its regularly scheduled quarterly meeting, the State 9-1-1 Committee (the committee referenced in Section 401a[5] of the Act) discussed the status of the 9-1-1 state 9-1-1 surcharge relative to U-15552 and potential changes in the state 9-1-1 surcharge. Under the Act, the state 9-1-1 surcharge goes into effect on July 1, 2008 and is remitted to the Michigan Department of Treasury by the communications providers on a quarterly basis. As a result of the collection and remittance period, the state 9-1-1 surcharge revenue will not be received until after October 1, 2008 and the actual amounts of those revenues will not be realized until after that time. The Committee believes that changes to the state 9-1-1 surcharge and its distribution would be premature in light that its financial effect has not yet been realized. At its June 24, 2008 meeting, the Committee voted unanimously to recommend to the Commission that no changes in the state 9-1-1 charge of \$0.19 be made at this time.

Respectfully submitted,
State 9-1-1 Committee

By:

Kristin M. Smith (P46323)
Assistant Attorney General
Public Service Division
6545 Mercantile Way, Suite 15
Lansing, MI 48911
Telephone: (517) 241-6680

DATED: July 2, 2008

EMERGENCY TELEPHONE SERVICE ENABLING ACT

EMERGENCY 9-1-1 SERVICE ENABLING ACT

Act 32 of 1986

AN ACT to provide for the establishment of emergency 9-1-1 districts; to provide for the installation, operation, modification, and maintenance of universal emergency 9-1-1 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, service suppliers, and others; to create an emergency 9-1-1 service committee; to provide remedies and penalties; and to repeal acts and parts of acts.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986; □Am. 1989, Act 36, Imd. Eff. June 1, 1989; □Am. 1994, Act 29, Imd. Eff. Mar. 2, 1994; □Am. 2007, Act 164, Imd. Eff. Dec. 21, 2007.

Popular name: 9-1-1

The People of the State of Michigan enact:

CHAPTER I

***** 484.1101 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1101 Short title.

Sec. 101. This act shall be known and may be cited as the "emergency 9-1-1 service enabling act".

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986; □Am. 2007, Act 164, Imd. Eff. Dec. 21, 2007.

Popular name: 9-1-1

***** 484.1102 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1102 Definitions.

Sec. 102. As used in this act:

(a) "Automatic location identification" or "ALI" means a 9-1-1 service feature provided by the service supplier that automatically provides the name and service address or, for a CMRS service supplier, the location associated with the calling party's telephone number as identified by automatic number identification to a 9-1-1 public safety answering point.

(b) "Automatic number identification" or "ANI" means a 9-1-1 service feature provided by the service supplier that automatically provides the calling party's telephone number to a 9-1-1 public safety answering point.

(c) "Commercial mobile radio service" or "CMRS" means commercial mobile radio service regulated under section 3 of title I and section 332 of title III of the communications act of 1934, chapter 652, 48 Stat. 1064, 47 USC 153 and 332, and the rules of the federal communications commission or provided under the wireless emergency service order. Commercial mobile radio service or CMRS includes all of the following:

(i) A wireless 2-way communication device, including a radio telephone used in cellular telephone service or personal communication service.

(ii) A functional equivalent of a radio telephone communications line used in cellular telephone service or personal communication service.

(iii) A network radio access line.

(d) "Commission" means the Michigan public service commission.

(e) "Committee" means the emergency 9-1-1 service committee created under section 712.

(f) "Common network costs" means the costs associated with the common network required to deliver a 9-1-1 call with ALI and ANI from a selective router to the proper PSAP and the costs associated with the 9-1-1 database and data distribution system of the primary 9-1-1 service supplier identified in a county 9-1-1 plan. As used in this subdivision, "common network" means the elements of a service supplier's network that are not exclusive to the supplier or technology capable of accessing the 9-1-1 system.

(g) "Communication service" means a service capable of accessing, connecting with, or interfacing with a 9-1-1 system, exclusively through the numerals 9-1-1, by dialing, initializing, or otherwise activating the 9-1-1 system through the numerals 9-1-1 by means of a local telephone device, cellular telephone device, wireless communication device, interconnected voice over the internet device, or any other means.

(h) "CMRS connection" means each number assigned to a CMRS customer.

(i) "Consolidated dispatch" means a countywide or regional emergency dispatch service that provides dispatch service for 75% or more of the law enforcement, fire fighting, emergency medical service, and other emergency service agencies within the geographical area of a 9-1-1 service district or serves 75% or more of the population within a 9-1-1 service district.

(j) "County 9-1-1 charge" means the charge allowed under sections 401b, 401c, and 401e.

(k) "Database service provider" means a service supplier who maintains and supplies or contracts to maintain and supply an ALI database or an MSAG.

(l) "Direct dispatch method" means that the agency receiving the 9-1-1 call at the public safety answering point decides on the proper action to be taken and dispatches the appropriate available public safety service unit located closest to the request for public safety service.

(m) "Emergency response service" or "ERS" means a public or private agency that responds to events or situations that are dangerous or that are considered by a member of the public to threaten the public safety. An emergency response service includes a police or fire department, an ambulance service, or any other public or private entity trained and able to alleviate a dangerous or threatening situation.

(n) "Emergency service zone" or "ESZ" means the designation assigned by a county to each street name and address range that identifies which emergency response service is responsible for responding to an exchange access facility's premises.

(o) "Emergency telephone charge" means emergency telephone operational charge and emergency telephone technical charge allowed under section 401.

(p) "Emergency 9-1-1 district" or "9-1-1 service district" means the area in which 9-1-1 service is provided or is planned to be provided to service users under a 9-1-1 system implemented under this act.

(q) "Emergency 9-1-1 district board" means the governing body created by the board of commissioners of the county or counties with authority over an emergency 9-1-1 district.

(r) "Emergency telephone operational charge" means a charge allowed under section 401 for nonnetwork technical equipment and other costs directly related to the dispatch facility and the operation of 1 or more PSAPs including, but not limited to, the costs of dispatch personnel and radio equipment necessary to provide 2-way communication between PSAPs and a public safety agency. Emergency telephone operational charge does not include non-PSAP related costs such as response vehicles and other personnel.

(s) "Emergency telephone technical charge" means a charge as allowed under section 401 or 401d for costs directly related to 9-1-1 service including plant-related costs associated with the use of the public switched telephone network from the end user to the selective router, the network start-up costs, customer notification costs, common network costs, administrative costs, database management costs, and network nonrecurring and recurring installation, maintenance, service, and equipment charges of a service supplier providing 9-1-1 service under this act. Emergency telephone technical charge does not include costs recovered under sections 401b(9) and 408(2).

(t) "Exchange access facility" means the access from a particular service user's premises to the communication service. Exchange access facilities include service supplier provided access lines, PBX trunks, and centrex line trunk equivalents, all as defined by tariffs of the service suppliers as approved by the public service commission. Exchange access facilities do not include telephone pay station lines or WATS, FX, or incoming only lines.

(u) "Final 9-1-1 service plan" means a tentative 9-1-1 service plan that has been modified only to reflect necessary changes resulting from any exclusions of public agencies from the 9-1-1 service district of the tentative 9-1-1 service plan under section 306 and any failure of public safety agencies to be designated as PSAPs or secondary PSAPs under section 307.

(v) "Master street address guide" or "MSAG" means a perpetual database that contains information continuously provided by a service district that defines the geographic area of the service district and includes an alphabetical list of street names, the range of address numbers on each street, the names of each community in the service district, the emergency service zone of each service user, and the primary service answering point identification codes.

(w) "Obligations" means bonds, notes, installment purchase contracts, or lease purchase agreements to be issued by a public agency under a law of this state.

(x) "Person" means an individual, corporation, partnership, association, governmental entity, or any other legal entity.

(y) "Primary public safety answering point", "PSAP", or "primary PSAP" means a communications facility operated or answered on a 24-hour basis assigned responsibility by a public agency or county to receive 9-1-1 calls and to dispatch public safety response services, as appropriate, by the direct dispatch method, relay method, or transfer method. It is the first point of reception by a public safety agency of a 9-1-1 call and serves the jurisdictions in which it is located and other participating jurisdictions, if any.

(z) "Prime rate" means the average predominant prime rate quoted by not less than 3 commercial financial institutions as determined by the department of treasury.

(aa) "Private safety entity" means a nongovernmental organization that provides emergency fire, ambulance, or medical services.

(bb) "Public agency" means a village, township, charter township, or city within the state and any special purpose district located in whole or in part within the state.

(cc) "Public safety agency" means a functional division of a public agency, county, or the state that provides fire fighting, law enforcement, ambulance, medical, or other emergency services.

(dd) "Qualified obligations" means obligations that meet 1 or more of the following:

(i) The proceeds of the obligations benefit the 9-1-1 district, and for which all of the following conditions are met:

(A) The proceeds of the obligations are used for capital expenditures, costs of a reserve fund securing the obligations, and costs of issuing the obligations. The proceeds of obligations shall not be used for operational expenses.

(B) The weighted average maturity of the obligations does not exceed the useful life of the capital assets.

(C) The obligations shall not in whole or in part appreciate in principal amount or be sold at a discount of more than 10%.

(ii) The obligations are issued to refund obligations that meet the conditions described in subparagraph (i) and the net present value of the principal and interest to be paid on the refunding obligations, excluding the cost of issuance, will be less than the net present value of the principal and interest to be paid on the obligations being refunded, as calculated using a method approved by the department of treasury.

(ee) "Relay method" means that a PSAP notes pertinent information and relays it by a communication service to the appropriate public safety agency or other provider of emergency services that has an available emergency service unit located closest to the request for emergency service for dispatch of an emergency service unit.

(ff) "Secondary public safety answering point" or "secondary PSAP" means a communications facility of a public safety agency or private safety entity that receives 9-1-1 calls by the transfer method only and generally serves as a centralized location for a particular type of emergency call.

(gg) "Service supplier" means a person providing a communication service to a service user in this state.

(hh) "Service user" means a person receiving a communication service.

(ii) "State 9-1-1 charge" means the charge provided for under sections 401a and 401c.

(jj) "Tariff" means the rate approved by the public service commission for 9-1-1 service provided by a particular service supplier. Tariff does not include a rate of a commercial mobile radio service by a particular supplier.

(kk) "Tentative 9-1-1 service plan" means a plan prepared by 1 or more counties for implementing a 9-1-1 system in a specified 9-1-1 service district.

(ll) "Transfer method" means that a PSAP transfers the 9-1-1 call directly to the appropriate public safety agency or other provider of emergency service that has an available emergency service unit located closest to the request for emergency service for dispatch of an emergency service unit.

(mm) "Universal emergency number service" or "9-1-1 service" means public communication service that provides service users with the ability to reach a public safety answering point by dialing the digits "9-1-1".

(nn) "Universal emergency number service system" or "9-1-1 system" means a system for providing 9-1-1 service under this act.

(oo) "Wireless emergency service order" means the order of the federal communications commission, FCC docket No. 94-102, adopted June 12, 1996 with an effective date of October 1, 1996.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986;—Am. 1991, Act 196, Imd. Eff. Jan. 2, 1992;—Am. 1994, Act 29, Imd. Eff. Mar. 2, 1994;—Am. 1996, Act 313, Imd. Eff. June 24, 1996;—Am. 1999, Act 80, Eff. Oct. 27, 1999;—Am. 2007, Act 164, Imd. Eff. Dec. 21, 2007.

Popular name: 9-1-1

CHAPTER II

***** 484.1201 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1201 Implementation of emergency 9-1-1 service system; conditions; creation by 1 or more counties or cities; access.

Sec. 201. (1) An emergency 9-1-1 service system shall not be implemented in this state except as provided under this act.

(2) One or more counties may create an emergency 9-1-1 service system under this act.

(3) With the approval of the county board of commissioners in a county with a population of 1,800,000 or more, 4 or more cities may create an emergency 9-1-1 service district under this act.

(4) Each service supplier in this state is required to provide each of its service users access to the 9-1-1 system. Each service supplier shall provide the committee with contact information to allow for notifications as required under section 714.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986;—Am. 1994, Act 29, Imd. Eff. Mar. 2, 1994;—Am. 1999, Act 78, Imd. Eff. June 28, 1999;—Am. 2007, Act 164, Imd. Eff. Dec. 21, 2007.

Popular name: 9-1-1

484.1201a, 484.1201b Repealed. 2007, Act 165, Imd. Eff. Dec. 21, 2007.

Compiler's note: The repealed sections pertained to universal emergency number service systems created by counties or cities.

Popular name: 9-1-1

***** 484.1202 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1202 Technical modifications to existing system; cost.

Sec. 202. A public agency which is excluded from a 9-1-1 service district in a 9-1-1 system implemented under this act, but which is operating an existing emergency 9-1-1 service at the time the 9-1-1 system is implemented, shall permit any technical modifications to its existing system which are necessary for compatibility with the 9-1-1 system. Any cost of the service supplier associated with such modifications shall be collected from service users in the 9-1-1 service district.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986;—Am. 2007, Act 164, Imd. Eff. Dec. 21, 2007.

Popular name: 9-1-1

***** 484.1203 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1203 Primary emergency 9-1-1 number; secondary backup number; number for nonemergency contacts.

Sec. 203. The digits 9-1-1 shall be the primary emergency 9-1-1 number within every 9-1-1 system established pursuant to this act. A public safety agency whose services are available through a 9-1-1 system implemented under this act may maintain a separate secondary backup number for emergencies, and shall maintain a separate number for nonemergency contacts.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986;—Am. 2007, Act 164, Imd. Eff. Dec. 21, 2007.

Popular name: 9-1-1

***** 484.1204 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1204 System designs.

Sec. 204. (1) A 9-1-1 system implemented pursuant to this act shall be designed to meet the individual circumstances of each county and the public agencies participating in the 9-1-1 system, and shall be within the service limitations of service suppliers providing the 9-1-1 service in the 9-1-1 system. System designs shall include provision for expansion of the system to include capabilities not required in initial implementation, including the addition of PSAPs and secondary PSAPs.

(2) Every 9-1-1 system shall be designed so that a 9-1-1 call is processed by means of either the direct dispatch method, the relay method, or the transfer method. At least 2 of the specified methods shall be available for use by the PSAP receiving the call. The PSAP may handle nonemergency calls by referring the caller to another number.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986.

Popular name: 9-1-1

***** 484.1205 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1205 Capabilities and requirements of 9-1-1 system.

Sec. 205. (1) A 9-1-1 system established under this act shall be capable of transmitting requests for law enforcement, fire fighting, and emergency medical and ambulance services to 1 or more public safety agencies which provide the requested service to the place where the call originates.

(2) A 9-1-1 system shall process all 9-1-1 calls originating from telephones within an exchange any part of which is within the emergency 9-1-1 district served by the system. This requirement does not apply to any part of an exchange not located within the county or counties that established the 9-1-1 system if that part has

been included in an implemented 9-1-1 system for the county within which that part is located.

(3) A 9-1-1 system may provide for transmittal of requests for other emergency services, such as poison control, suicide prevention, and civil defense. Conferencing capability with counseling, aid to persons with disabilities, and other services as considered necessary for emergency response determination may be provided by the 9-1-1 system.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986;—Am. 1994, Act 29, Imd. Eff. Mar. 2, 1994;—Am. 1998, Act 23, Imd. Eff. Mar. 12, 1998;—Am. 2007, Act 164, Imd. Eff. Dec. 21, 2007.

Popular name: 9-1-1

***** 484.1206 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1206 PSAP transmissions.

Sec. 206. A PSAP may transmit emergency response requests to private safety entities under a 9-1-1 system.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986.

Popular name: 9-1-1

***** 484.1207 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1207 Automatic alerting devices prohibited.

Sec. 207. The installation of automatic intrusion alarms and other automatic alerting devices which cause the number 9-1-1 to be dialed shall be prohibited in a 9-1-1 system.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986.

Popular name: 9-1-1

CHAPTER III

***** 484.1301 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1301 Emergency 9-1-1 district; establishment; implementation of 9-1-1 service; modification or alteration of existing emergency 9-1-1 service; emergency 9-1-1 district board; creation and powers.

Sec. 301. (1) The board of commissioners of a county may establish an emergency 9-1-1 district within all or part of the county and may cause 9-1-1 service to be implemented within the emergency 9-1-1 district under this act.

(2) The board of commissioners of a county all or part of which is operating an existing emergency telephone service shall modify the existing emergency telephone service or may alter the scope or method of financing of 9-1-1 service within all or part of the county by establishing an emergency 9-1-1 district and causing 9-1-1 service to be implemented within the emergency 9-1-1 district under this act.

(3) The board of commissioners of a county may create an emergency 9-1-1 district board and delegate certain powers to the board.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986;—Am. 1994, Act 29, Imd. Eff. Mar. 2, 1994;—Am. 2006, Act 249, Imd. Eff. July 3, 2006;—Am. 2007, Act 164, Imd. Eff. Dec. 21, 2007.

Popular name: 9-1-1

***** 484.1302 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1302 Emergency 9-1-1 district; joint establishment; implementation of 9-1-1 service; actions; notices.

Sec. 302. Two or more county boards of commissioners may jointly establish an emergency 9-1-1 district within all or part of the counties and may cause 9-1-1 service to be implemented within the emergency 9-1-1 district under this act. If 2 or more county boards of commissioners wish to jointly establish an emergency 9-1-1 district under this act, then all actions required or permitted to be taken by a county or its officials under this act shall be taken by each county or the officials of each county, and all notices required or permitted to be given to a county or its officials under this act shall be given to each county or the officials of each county.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986;—Am. 2007, Act 164, Imd. Eff. Dec. 21, 2007.

Popular name: 9-1-1

***** 484.1303 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1303 Tentative 9-1-1 service plan; adoption by resolution; requirements; payments for installation and recurring charges associated with PSAP.

Sec. 303. (1) To establish an emergency 9-1-1 district and to cause 9-1-1 service to be implemented within that emergency 9-1-1 district, the board of commissioners of a county shall first adopt a tentative 9-1-1 service plan by resolution.

(2) A tentative 9-1-1 service plan shall comply with chapter II and shall address at a minimum all of the following:

(a) Technical considerations of the service supplier, including but not limited to, system equipment for facilities to be used in providing emergency 9-1-1 service.

(b) Operational considerations, including but not limited to, the designation of PSAPs and secondary PSAPs, the manner in which 9-1-1 calls will be processed, the dispatch functions to be performed, plans for documenting closest public safety service unit dispatching requirements, the dispatch of Michigan state police personnel, and identifying information systems to be utilized.

(c) Managerial considerations including the organizational form and agreements that would control technical, operational, and fiscal aspects of the emergency 9-1-1 service.

(d) Fiscal considerations including projected nonrecurring and recurring costs with a financial plan for implementing and operating the system.

(3) The tentative 9-1-1 service plan shall require each public agency operating a PSAP under the 9-1-1 system to pay directly for all installation and recurring charges for terminal equipment, including customer premises equipment, associated with the public agency's PSAP, and may require each public agency operating a PSAP under the 9-1-1 system to pay directly to the service supplier all installation and recurring charges for all 9-1-1 exchange and tie lines associated with the public agency's PSAP.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986;—Am. 1994, Act 29, Imd. Eff. Mar. 2, 1994;—Am. 1999, Act 80, Eff. Oct. 27, 1999;—Am. 2007, Act 164, Imd. Eff. Dec. 21, 2007.

Popular name: 9-1-1

***** 484.1304 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1304 Specifications of resolution.

Sec. 304. A resolution adopting a tentative 9-1-1 service plan pursuant to section 303 shall specify a time, date, and place for the public hearing to be held on the final 9-1-1 service plan pursuant to section 309, which date shall be not less than 90 days after the date of the adoption of the resolution authorized by this section.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986.

Popular name: 9-1-1

***** 484.1305 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1305 Forwarding copy of resolution and tentative 9-1-1 service plan to clerk or other appropriate official.

Sec. 305. Within 5 days after the adoption of a resolution authorized in section 303, the county clerk shall forward a copy of such resolution, together with a copy of the tentative 9-1-1 service plan, by certified mail, return receipt requested, to the clerk or other appropriate official of each public agency located within the 9-1-1 district of the tentative 9-1-1 service plan.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986.

Popular name: 9-1-1

484.1306 Repealed. 2007, Act 165, Imd. Eff. Dec. 21, 2007.

Compiler's note: The repealed section pertained to exclusion from 9-1-1 service district.

Popular name: 9-1-1

***** 484.1307 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1307 Notice of intent to function as PSAP or secondary PSAP.

Sec. 307. (1) Any public safety agency designated in the tentative 9-1-1 service plan to function as a PSAP or secondary PSAP shall be so designated under the final 9-1-1 service plan if the public safety agency files with the county clerk a notice of intent to function as a PSAP or secondary PSAP within 45 days after the public agency which the public safety agency has been designated to serve by the tentative 9-1-1 service plan receives a copy of the resolution and the tentative 9-1-1 service plan adopted under section 303. The notice of intent to function as a PSAP or secondary PSAP shall be in substantially the following form:

NOTICE OF INTENT TO FUNCTION

AS A PSAP OR SECONDARY PSAP

Pursuant to section 307 of the emergency 9-1-1 service enabling act, _____ shall function as a (check one) _____ PSAP _____ Secondary PSAP within the 9-1-1 service district of the tentative 9-1-1 service plan adopted by resolution of the board of commissioners for the county of _____, on _____, 19_____.

(Acknowledgment)

(2) If a public safety agency designated as a PSAP or secondary PSAP in the tentative 9-1-1 service plan fails to file a notice of intent to function as a PSAP or secondary PSAP within the time period specified in subsection (1), the public safety agency shall not be designated as a PSAP or secondary PSAP in the final 9-1-1 service plan.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986;—Am. 2007, Act 164, Imd. Eff. Dec. 21, 2007.

Popular name: 9-1-1

***** 484.1308 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009 *****

484.1308 Hearing on final 9-1-1 service plan; notice.

Sec. 308. The clerk of each county which has adopted a tentative 9-1-1 service plan under section 303 shall give notice by publication of the hearing on the final 9-1-1 service plan to be held under section 309. The notice shall be published twice in a newspaper of general circulation within the county, the first publication of the notice occurring at least 30 days prior to the date of the hearing. The notice shall state all of the following:

- (a) The time, date, and place of the hearing.
- (b) A description of the boundaries of the 9-1-1 service district of the final 9-1-1 service plan.
- (c) That if the board of commissioners of the county, after a hearing, adopts the final 9-1-1 service plan under this act, the state 9-1-1 charge and, if a county 9-1-1 charge has been approved, a county 9-1-1 charge shall be collected on a uniform basis from all service users within the 9-1-1 service district.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986;—Am. 1994, Act 29, Imd. Eff. Mar. 2, 1994;—Am. 2007, Act 164, Imd. Eff. Dec. 21, 2007.

Popular name: 9-1-1

***** 484.1309 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009 *****

484.1309 Conduct of hearing; opportunity to be heard.

Sec. 309. The board of commissioners shall conduct a hearing on the final 9-1-1 service plan at the time, place, and date specified in the notice published pursuant to section 308. All persons attending the meeting shall be afforded a reasonable opportunity to be heard.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986.

Popular name: 9-1-1

***** 484.1310 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009 *****

484.1310 Final 9-1-1 service plan; adoption by resolution; application to service suppliers.

Sec. 310. After conducting the hearing on the final 9-1-1 service plan pursuant to this act, the board of

commissioners of the affected county may adopt by resolution the final 9-1-1 service plan. Upon adoption of the resolution, the county, on behalf of public agencies located within the 9-1-1 service district, shall apply in writing to the service supplier or suppliers designated to provide 9-1-1 service within the 9-1-1 service district under the final 9-1-1 service plan.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986.

Popular name: 9-1-1

***** 484.1311 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1311 Implementation of 9-1-1 service in 9-1-1 service district; public safety agency to function as PSAP or secondary PSAP.

Sec. 311. (1) As soon as feasible after receipt of a written application from a county requesting 9-1-1 service within a 9-1-1 service district described in a final 9-1-1 service plan adopted pursuant to this act, each service supplier designated in the final 9-1-1 service plan shall implement 9-1-1 service within the 9-1-1 service district in accordance with the final 9-1-1 service plan.

(2) Upon implementation of 9-1-1 service in a 9-1-1 service district pursuant to subsection (1), each public safety agency designated as a PSAP or secondary PSAP in the final 9-1-1 service plan shall begin to function as a PSAP or secondary PSAP.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986;—Am. 1991, Act 196, Imd. Eff. Jan. 2, 1992.

Popular name: 9-1-1

***** 484.1312 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1312 Amendment of final 9-1-1 service plan.

Sec. 312. (1) Except as otherwise provided under subsection (2), after a final 9-1-1 service plan has been adopted under section 310, a county may amend the final 9-1-1 service plan only by complying with the procedures described in sections 301 to 310. Upon adoption of an amended final 9-1-1 service plan by the county board of commissioners, the county shall forward the amended final 9-1-1 service plan to the service supplier or suppliers designated to provide 9-1-1 service within the 9-1-1 service district as amended. Upon receipt of the amended final 9-1-1 service plan, each designated service supplier shall implement as soon as feasible the amendments to the final 9-1-1 service plan in the 9-1-1 service district as amended.

(2) The county board of commissioners may by resolution make minor amendments to the final 9-1-1 service plan for any of the following:

(a) Changes in PSAP premises equipment, including, but not limited to, computer-aided dispatch systems, call processing equipment, and computer mapping.

(b) Changes involving the participating public safety agencies within a 9-1-1 service district.

(c) Changes in the 9-1-1 charges collected by the county subject to the limits under this act.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986;—Am. 2007, Act 164, Imd. Eff. Dec. 21, 2007.

Popular name: 9-1-1

***** 484.1313 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1313 Termination of 9-1-1 system.

Sec. 313. A 9-1-1 system implemented pursuant to this act shall be terminated only if each public agency, all or part of which was included within the 9-1-1 service district of the final 9-1-1 service plan, withdraws its entire jurisdiction from the 9-1-1 service district pursuant to section 505.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986.

Popular name: 9-1-1

***** 484.1314 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1314 Duties of service supplier or other owner or lessee of pay station telephone; installation of pay station telephone; costs of service supplier.

Sec. 314. (1) At the time that a 9-1-1 system becomes operational or as soon as feasible thereafter, each service supplier or other owner or lessee of a pay station telephone to be operated within the 9-1-1 service district shall do both of the following:

(a) Convert or cause to be converted each such telephone to permit a caller to dial 9-1-1 without first inserting a coin or paying any other charge.

(b) Prominently display on each such telephone a notice advising callers to dial 9-1-1 in an emergency and that deposit of a coin is not required.

(2) After commencement of 9-1-1 service in a 9-1-1 service district, a person shall not install, cause to be installed, or offer for use within the 9-1-1 district a pay station telephone, whether on public or private premises, unless the telephone is capable of accepting a 9-1-1 call without prior insertion of a coin or payment of any other charge, and displays the notice described in subsection (1).

(3) All costs of a service supplier associated with converting pay station telephones and maintaining the required notices under this section shall be borne by the service users within the 9-1-1 district.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986.

Popular name: 9-1-1

***** 484.1315 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1315 Displaying address of telephone.

Sec. 315. If the 9-1-1 system does not provide ALI, each service supplier, owner, or lessee of a pay station telephone shall prominently display on each telephone or telephone pay station the address of the telephone at the time that a 9-1-1 system becomes operational or as soon as feasible thereafter.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986.

Popular name: 9-1-1

***** 484.1316 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1316 Providing accurate database information; customer telephone numbers and service addresses; expenses; waiver of privacy; notice of inaccurate information.

Sec. 316. (1) Except for a CMRS supplier, a service supplier shall provide to a 9-1-1 database service provider accurate database information, including the name, service address, and telephone number of each user, in a format established and distributed by that database service provider. The information shall be provided to the 9-1-1 database service provider within the following time periods:

(a) Within 1 business day after the initiation of service or the processing of a service order change.

(b) Within 1 business day after receiving database information from a service supplier or service district.

(2) Except for a CMRS supplier, if an ALI is not offered by the service supplier with the 9-1-1 system and the 9-1-1 system requires that information, a service supplier shall provide current customer telephone numbers and service addresses to each PSAP and secondary PSAP within the 9-1-1 system and shall periodically update customer telephone numbers and service addresses and provide such information to each PSAP and secondary PSAP within the 9-1-1 system. The 9-1-1 service district shall determine the period within which the service supplier shall update customer telephone numbers and service addresses. Expenses incurred in providing this information shall be included in the price of the system. Private listing service customers in a 9-1-1 service district shall waive the privacy afforded by nonlisted and nonpublished numbers to the extent that the name and address associated with the telephone number may be furnished to the 9-1-1 system.

(3) A service district shall notify the service supplier or the database provider within 1 business day of any address that comes to the service district's attention that does not match the master street address guide.

(4) A CMRS supplier shall provide accurate database information for the ANI and the ALI to the 9-1-1 database service provider that complies with the wireless emergency service order.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986;—Am. 1999, Act 80, Eff. Oct. 27, 1999.

Popular name: 9-1-1

***** 484.1317 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1317 Use of name, address, and telephone number information; limitation; violation as misdemeanor.

Sec. 317. Name, address, and telephone number information provided to a 9-1-1 system by a service supplier shall be used only for the purpose of identifying the telephone location or identity, or both, of a person calling the 9-1-1 emergency telephone number and shall not be used or disclosed by the 9-1-1 system agencies, their agents, or their employees for any other purpose, unless the information is used or disclosed as

otherwise required under this act, to a member of a public safety agency if necessary to respond to events or situations that are dangerous or threaten individual or public safety, or pursuant to a court order. A person who violates this section is guilty of a misdemeanor.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986;—Am. 2004, Act 515, Imd. Eff. Jan. 3, 2005.

Popular name: 9-1-1

***** 484.1317a THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1317a Emergency notification system.

Sec. 317a. (1) A 9-1-1 service district may implement an emergency notification system that will allow emergency service responders to contact service users within a specific geographic area regarding an imminent danger or emergency that may affect the user's health, safety, or welfare.

(2) A person that provides an emergency notification system allowed under this section is a service supplier under section 604.

(3) A service supplier shall upon request provide to each 9-1-1 service district within the provider's service area the telephone number and address data, including all listed, unlisted, and unpublished numbers and addresses, for each service user within the district.

(4) A service supplier may charge a reasonable rate to provide the data required under subsection (3).

(5) A 9-1-1 service district shall not request the data required under subsection (3) more than once per month.

(6) The data provided under subsection (3) shall be used only for the purposes provided under this section.

(7) This section does not apply to a wireless carrier. As used in this subsection, "wireless carrier" means a provider of 2-way cellular, broadband PCS, geographic area 800 MHz and 900 MHz commercial mobile radio service, wireless communications service, or other commercial mobile radio service as defined in 47 CFR 20.3, that offers radio communications that may provide fixed, mobile, radio location, or satellite communication services to individuals or businesses within its assigned spectrum block and geographical area or that offers real-time, 2-way voice or data service that is interconnected with the public switched network, including a reseller of the service.

(8) A person who violates this section is guilty of a misdemeanor.

History: Add. 2004, Act 515, Imd. Eff. Jan. 3, 2005.

Popular name: 9-1-1

***** 484.1318 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1318 Agreement to service as PSAP or secondary PSAP.

Sec. 318. A public agency may enter into an agreement with a public safety agency of another public agency, or of the state, to serve as a PSAP or secondary PSAP for such public agency in a 9-1-1 system implemented pursuant to this act.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986;—Am. 1994, Act 29, Imd. Eff. Mar. 2, 1994.

Popular name: 9-1-1

***** 484.1319 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1319 Duties of certain public agencies.

Sec. 319. A public agency that plans to establish a 9-1-1 system without using the financing method provided under this act shall do all of the following:

(a) Provide public notice of its intent to enter into a contract for 9-1-1 services. The public notice shall be provided in the same manner as required under section 308.

(b) Provide public notice of its intent to enter into a contract for 9-1-1 services to the county board of commissioners of the county within which the public agency is located and to all other public agencies that share wire centers with the contracting public agency. The public notice shall be provided in the same manner as required under section 308.

(c) Conduct a public hearing in the same manner as required under section 309.

History: Add. 1989, Act 36, Imd. Eff. June 1, 1989;—Am. 2007, Act 164, Imd. Eff. Dec. 21, 2007.

Popular name: 9-1-1

***** 484.1320 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1320 Emergency 9-1-1 district board; creation; membership, powers, and duties; appropriations to board; contracts; system to be used in dispatching participating service units; basis for determination.

Sec. 320. (1) The county shall create an emergency 9-1-1 district board if a county creates a consolidated dispatch within an emergency 9-1-1 district after March 2, 1994.

(2) The membership of the board and the board's powers and duties shall be determined by the county board of commissioners. The membership of the board shall include a representative of the county sheriff or his or her designated representative, a representative of the Michigan state police designated by the director of the Michigan state police, and a firefighter. If the emergency 9-1-1 district consists of more than 1 county, the sheriff representative shall be appointed by the president of the Michigan sheriffs' association.

(3) A county or other public agency may make appropriations to the emergency 9-1-1 district board.

(4) A public agency may contract with the emergency 9-1-1 district board, and persons who are both members of the board and of the governing body of the public agency may vote both on the board and the body if approved by the contract.

(5) The basis under which a consolidated dispatch meets the requirement for being a dispatch under section 102(c) shall determine the system to be used in dispatching participating service units.

History: Add. 1994, Act 29, Imd. Eff. Mar. 2, 1994;—Am. 1998, Act 122, Imd. Eff. June 10, 1998;—Am. 2007, Act 164, Imd. Eff. Dec. 21, 2007.

Popular name: 9-1-1

***** 484.1321 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1321 Services provided by consolidated dispatch.

Sec. 321. A consolidated dispatch shall provide full public safety dispatching services for service requests for the participating sheriff departments, state police, and other participating public safety agencies within the 9-1-1 service district.

History: Add. 1994, Act 29, Imd. Eff. Mar. 2, 1994.

Popular name: 9-1-1

CHAPTER IV

***** 484.1401 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

***** ***** 484.1401 SUBSECTIONS (3) THROUGH (13) DO NOT APPLY AFTER JUNE 30, 2008 *****

484.1401 Agreement; emergency telephone technical charge and emergency telephone operational charge; billing and collection service; computation; monthly charge for recurring costs and charges; ballot question; annual accounting; distribution of operational charge; limitation on levy and collection; applicability of subsections (3) through (13) after June 30, 2008.

Sec. 401. (1) An emergency 9-1-1 district board, a 9-1-1 service district as defined in section 102 and created under section 201b, or a county on behalf of a 9-1-1 service area created by the county may enter into an agreement with a public agency that does either of the following:

(a) Grants a specific pledge or assignment of a lien on or a security interest in any money received by a 9-1-1 service district for the benefit of qualified obligations.

(b) Provides for payment directly to the public entity issuing qualified obligations of a portion of the county 9-1-1 charge or state 9-1-1 charge sufficient to pay when due principal of and interest on qualified obligations.

(2) A pledge, assignment, lien, or security interest for the benefit of qualified obligations is valid and binding from the time the qualified obligations are issued without a physical delivery or further act. A pledge, assignment, lien, or security interest is valid and binding and has priority over any other claim against the emergency 9-1-1 district board, the 9-1-1 service district, or any other person with or without notice of the pledge, assignment, lien, or security interest.

(3) Except as provided in sections 407 to 412, each service supplier within a 9-1-1 service district shall provide a billing and collection service for an emergency telephone technical charge and emergency telephone operational charge from all service users of the service supplier within the geographical boundaries of the emergency telephone or 9-1-1 service district. The billing and collection of the emergency telephone operational charge and that portion of the technical charge used for billing cost shall begin as soon as feasible after the final 9-1-1 service plan has been approved. The billing and collection of the emergency telephone technical charge not already collected for billing costs shall begin as soon as feasible after installation and

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operation of the 9-1-1 system. The emergency telephone technical charge and emergency telephone operational charge shall be uniform per each exchange access facility within the 9-1-1 service district. The portion of the emergency telephone technical charge that represents start-up costs, nonrecurring billing, installation, service, and equipment charges of the service supplier, including the costs of updating equipment necessary for conversion to 9-1-1 service, shall be amortized at the prime rate plus 1% over a period not to exceed 10 years and shall be billed and collected from all service users only until those amounts are fully recouped by the service supplier. The prime rate to be used for amortization shall be set before the first assessment of nonrecurring charges and remain at that rate for 5 years, at which time a new rate may be set for the remaining amortization period. Recurring costs and charges included in the emergency telephone technical charge and emergency telephone operational charge shall continue to be billed to the service user.

(4) Except as provided in sections 407 to 412 and subject to the limitation provided by this section, the amount of the emergency telephone technical charge and emergency telephone operational charge to be billed to the service user shall be computed by dividing the total emergency telephone technical charge and emergency telephone operational charge by the number of exchange access facilities within the 9-1-1 service district.

(5) Except as provided in subsection (7) and sections 407 to 412, the amount of emergency telephone technical charge payable monthly by a service user for recurring costs and charges shall not exceed 2% of the lesser of \$20.00 or the highest monthly rate charged by the service supplier for primary basic local exchange service under section 304 of the Michigan telecommunications act, 1991 PA 179, MCL 484.2304, within the 9-1-1 service district. The amount of emergency telephone technical charge payable monthly by a service user for nonrecurring costs and charges shall not exceed 5% of the lesser of \$20.00 or the highest monthly rate charged by the service supplier for primary basic local exchange service under section 304 of the Michigan telecommunications act, 1991 PA 179, MCL 484.2304, within the 9-1-1 service district. With the approval of the county board of commissioners, a county may assess an amount for recurring emergency telephone operational costs and charges that shall not exceed 4% of the lesser of \$20.00 or the highest monthly rate charged by the service supplier for primary basic local exchange service under section 304 of the Michigan telecommunications act, 1991 PA 179, MCL 484.2304, within the geographical boundaries of the assessing county. The percentage to be set for the emergency telephone operational charge shall be established by the county board of commissioners under section 312. A change to the percentage set for the emergency telephone operational charge may be made only by the county board of commissioners. The difference, if any, between the amount of the emergency telephone technical charge computed under subsection (4) and the maximum permitted under this section shall be paid by the county from funds available to the county or through cooperative arrangements with public agencies within the 9-1-1 service district.

(6) Except as provided in sections 407 to 412, the emergency telephone technical charge and emergency telephone operational charge shall be collected in accordance with the regular billings of the service supplier. The amount collected for emergency telephone operational charge shall be paid by the service supplier to the county that authorized the collection. The emergency telephone technical charge and emergency telephone operational charge payable by service users pursuant to this act shall be added to and shall be stated separately in the billings to service users.

(7) Except as provided in sections 407 to 412, for a 9-1-1 service district created or enhanced after June 27, 1991, the amount of emergency telephone technical charge payable monthly by a service user for recurring costs and charges shall not exceed 4% of the lesser of \$20.00 or the highest monthly rate charged by the service supplier for primary basic local exchange service under section 304 of the Michigan telecommunications act, 1991 PA 179, MCL 484.2304, within the 9-1-1 service district.

(8) Except as provided in sections 407 to 412, a county may, with the approval of the voters in the county, assess up to 16% of the lesser of \$20.00 or the highest monthly rate charged by the service supplier for primary basic local exchange service under section 304 of the Michigan telecommunications act, 1991 PA 179, MCL 484.2304, within the geographical boundaries of the assessing county or assess a millage or combination of the 2 to cover emergency telephone operational costs. In a ballot question under this subsection, the board of commissioners shall specifically identify how the collected money is to be distributed. An affirmative vote on a ballot question under this subsection shall be considered an amendment to the 9-1-1 service plan pursuant to section 312. Not more than 1 ballot question under this subsection may be submitted to the voters within any 12-month period. An assessment approved under this subsection shall be for a period not greater than 5 years.

(9) The total emergency telephone operational charge as prescribed in subsections (5) and (8) shall not exceed 20% of the lesser of \$20.00 or the highest monthly flat rate charged for primary basic service by a service supplier for a 1-party access line.

(10) Except as provided in sections 407 to 412, if the voters approve the charge to be assessed on the service user's telephone bill on a ballot question under subsection (8), the service provider's bill shall state the following:

"This amount is for your 9-1-1 service which has been approved by the voters on (DATE OF VOTER APPROVAL). This is not a charge assessed by your telephone carrier. If you have questions concerning your 9-1-1 service, you may call (INCLUDE APPROPRIATE TELEPHONE NUMBER)."

(11) Except as provided in sections 407 to 412, an annual accounting shall be made of the emergency

telephone operational charge approved under this act in the same manner as the annual accounting required by section 405.

(12) Except as otherwise provided in subsection (13), or as provided in sections 407 to 412, the emergency telephone operational charge collected under this section shall be distributed by the county or the counties to the primary PSAPs 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 plan, then according to any agreement for distribution between the county and public agencies.

(c) If distribution is not provided in the plan or by agreement, then according to the distribution of access lines within the primary PSAPs.

(13) Except as provided in sections 407 to 412, if a county had multiple emergency telephone districts before March 2, 1994, then the emergency telephone operational charge collected under this section shall be distributed in proportion to the amount of access lines within the primary PSAPs.

(14) This act does not preclude the distribution of funding to secondary PSAPs if the distribution is determined by the primary PSAPs within the emergency 9-1-1 district to be the most effective method for dispatching of fire or emergency medical services and the distribution is approved within the final 9-1-1 service plan.

(15) Notwithstanding any other provision of this act, the emergency telephone technical charge collected under this section and the emergency telephone operational charge shall not be levied or collected after June 30, 2008. If all or a portion of the emergency telephone operational charge has been pledged as security for the payment of qualified obligations, the emergency telephone operational charge shall be levied and collected only to the extent required to pay the qualified obligations or satisfy the pledge.

(16) Subsections (3) through (13) do not apply after June 30, 2008.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986;—Am. 1989, Act 36, Imd. Eff. June 1, 1989;—Am. 1991, Act 45, Imd. Eff. June 27, 1991;—Am. 1991, Act 196, Imd. Eff. Jan. 2, 1992;—Am. 1994, Act 29, Imd. Eff. Mar. 2, 1994;—Am. 1999, Act 81, Imd. Eff. June 28, 1999;—Am. 2006, Act 249, Imd. Eff. July 3, 2006;—Am. 2007, Act 164, Imd. Eff. Dec. 21, 2007;—Am. 2008, Act 48, Eff. Jan. 1, 2008.

Compiler's note: Enacting section 1 of Act 48 of 2008 provides: "Enacting section 1. This amendatory act is retroactive and is effective January 1, 2008."

Popular name: 9-1-1

***** 484.1401a THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009 *****

484.1401a Billing and collection of state 9-1-1 charge; amount; limitation; listing on bill or payment receipt; review and adjustment of charge; separate charges imposed on access points or lines; effective date of section.

Sec. 401a. (1) Except as otherwise provided under section 401c, each service supplier within a 9-1-1 service district shall bill and collect a state 9-1-1 charge from all service users of the service supplier within the geographical boundaries of the 9-1-1 service district or as otherwise provided by this section. The billing and collection of the state 9-1-1 charge shall begin July 1, 2008. The state 9-1-1 charge shall be uniform per each service user within the 9-1-1 service district.

(2) The amount of the state 9-1-1 charge payable monthly by a service user shall be established as provided under subsection (4). The amount of the state 9-1-1 charge shall not be more than 25 cents or less than 15 cents. The charge may be adjusted annually as provided under subsection (4).

(3) The state 9-1-1 charge shall be collected in accordance with the regular billings of the service supplier. Except as otherwise provided under this act, the amount collected for the state 9-1-1 charge shall be remitted quarterly by the service supplier to the state treasurer and deposited in the emergency 9-1-1 fund created under section 407. The charge allowed under this section shall be listed separately on the customer's bill or payment receipt.

(4) The initial state 9-1-1 charge shall be 19 cents and shall be effective July 1, 2008. The state 9-1-1 charge shall reflect the actual costs of operating, maintaining, upgrading, and other reasonable and necessary expenditures for the 9-1-1 system in this state. The state 9-1-1 charge may be reviewed and adjusted as provided under subsection (5).

(5) The commission in consultation with the committee shall review and may adjust the state 9-1-1 charge under this section and the distribution percentages under section 408 to be effective on January 1, 2009 and January 1, 2010. Any adjustment to the charge by the commission shall be made no later than October 1 of the preceding year and shall be based on the committee's recommendations under section 412. Any adjustments to the state 9-1-1 charge or distribution percentages after December 31, 2010 shall be made by the legislature.

(6) If a service user has multiple access points or access lines, the state 9-1-1 charge will be imposed separately on each of the first 10 access points or access lines and then 1 charge for each 10 access points or access lines per billed account.

(7) This section takes effect July 1, 2008.

History: Add. 2007, Act 164, Eff. July 1, 2008.

Popular name: 9-1-1

484.1401b Additional charge assessed by county board of commissioners; limitation; approval of charge by voters; statement on service provider's bill; annual accounting; payment and distribution; methods; adjustment; county having multiple emergency response districts; distribution to secondary PSAPs; retention of percentage to cover supplier's costs; listing as separate charge on customer's bill; exemption from disclosure; separate charges imposed on access points or lines.

Sec. 401b. (1) In addition to the charge allowed under section 401a, after June 30, 2008 a county board of commissioners may, by resolution, millage as otherwise allowed by law, with the approval of the voters in the county, or any combination thereof, assess a county 9-1-1 charge. The board of commissioners shall state in the resolution, ballot question, or millage request the anticipated amount to be generated.

(2) The charge assessed under this section and section 401e shall not exceed the amount necessary and reasonable to implement, maintain, and operate the 9-1-1 system in the county.

(3) If the voters approve the charge to be assessed on the service user's monthly bill on a ballot question under this section, the service provider's bill shall state the following:

"This amount is for your 9-1-1 service which has been approved by the voters on (DATE OF VOTER APPROVAL). This is not a charge assessed by your service supplier. If you have questions concerning your 9-1-1 service, you may call (INCLUDE APPROPRIATE TELEPHONE NUMBER)."

(4) Within 90 days after the first day of each fiscal or calendar year of a county, an annual accounting shall be made of the charge approved under this section.

(5) Except as otherwise provided in subsection (9), the county 9-1-1 charge collected under this section shall be paid quarterly directly to the county and distributed by the county to the primary PSAPs 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 plan, then according to any agreement for distribution between the county and public agencies.

(c) If distribution is not provided in the plan or by agreement, then according to population within the emergency 9-1-1 district.

(6) The county may adjust the county 9-1-1 charge annually to be effective July 1. The county shall notify the committee no later than April 1 of each year of any change in the county 9-1-1 charge under this section.

(7) If a county has multiple emergency response districts, the county 9-1-1 charge collected under this section shall be distributed under subsection (5) in proportion to the population within the emergency 9-1-1 district.

(8) This section shall not preclude the distribution of funding to secondary PSAPs if the distribution is determined by the primary PSAPs within the emergency 9-1-1 district to be the most effective method for dispatching of fire or emergency medical services and the distribution is approved within the final 9-1-1 service plan.

(9) The service supplier may retain 2% of the approved county 9-1-1 charge to cover the supplier's costs for billings and collections under this section.

(10) The charge allowed under this section shall be listed separately on the customer's bill and shall state by which means the charge was approved under subsection (1).

(11) Information submitted by a service supplier to a county 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 county without the consent of the service supplier.

(12) If a service user has multiple access points or access lines, the county 9-1-1 charge will be imposed separately on each of the first 10 access points or access lines and then 1 charge for each 10 access points or access lines per billed account.

History: Add. 2007, Act 164, Imd. Eff. Dec. 21, 2007.

Popular name: 9-1-1

***** 484.1401c THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009 *****

484.1401c Collection of emergency 9-1-1 charge by CMRS supplier or reseller from prepaid customers; amount; method of determining amount; annual review; deposit of amount collected; effective date of section; definitions.

Sec. 401c. (1) Each CMRS supplier or reseller shall collect an emergency 9-1-1 charge from each of its prepaid customers. The amount of the emergency 9-1-1 charge shall be established annually by the committee

by combining the amounts determined under subsections (2) and (3).

(2) The CMRS supplier or reseller shall have a 1-time option of selecting 1 of the following methods of determining the portion of the emergency 9-1-1 charge that represents the state 9-1-1 charge amount:

(a) By dividing the total earned prepaid revenue received by the CMRS supplier or reseller within the monthly 9-1-1 reporting period by \$50.00 and then multiplying that number by the amount of the state 9-1-1 charge as established under section 401a.

(b) By multiplying the amount of the state 9-1-1 charge as established under section 401a for each active prepaid account of the CMRS supplier or reseller.

(3) The committee shall review and annually establish the portion of the emergency 9-1-1 charge assessed under this section that represents the county 9-1-1 charge amount. The charge shall be based on the weighted average of all county 9-1-1 charges imposed statewide.

(4) The CMRS shall deposit the amount collected under this section into the emergency 9-1-1 fund to be distributed as provided under section 408.

(5) This section takes effect July 1, 2008.

(6) As used in this section:

(a) "Active prepaid accounts" means a customer who has recharged or replenished his or her account at least once during the billing period or calendar month and has a sufficient positive balance at the end of each month equal to or greater than the amount of the emergency 9-1-1 charge established under this section.

(b) "CMRS reseller" means a provider who purchases telecommunication services from another telecommunication service provider and then resells, uses a component part of, or integrates the purchased services into a mobile telecommunication service.

(c) "Earned prepaid revenue" means new revenue that has been generated from prepaid service accounts since the close of the last billing period or calendar month.

(d) "Prepaid customer" means a CMRS subscriber who pays in full prospectively for the service and has 1 of the following:

(i) A service for exclusive use in an automotive vehicle and whose place of primary use is within this state. As used in this sub-subparagraph, "place of primary use" means that phrase as defined under 4 USC 124.

History: Add. 2007, Act 164, Eff. July 1, 2008.

Popular name: 9-1-1

484.1401d Billing and collection of emergency telephone technical charge; "local exchange provider" defined.

Sec. 401d. (1) Each local exchange provider within a 9-1-1 service district shall provide a billing and collection service for an emergency telephone technical charge from all service users of the provider within the geographical boundaries of the emergency telephone or 9-1-1 service district. The billing and collection of the emergency telephone technical charge used for billing cost shall begin as soon as feasible after the final 9-1-1 service plan has been approved. The billing and collection of the emergency telephone technical charge not already collected for billing costs shall begin as soon as feasible after installation and operation of the 9-1-1 system. The emergency telephone technical charge shall be uniform per each exchange access facility within the 9-1-1 service district. The portion of the emergency telephone technical charge that represents start-up costs, nonrecurring billing, installation, service, and equipment charges of the service supplier, including the costs of updating equipment necessary for conversion to 9-1-1 service, shall be amortized at the prime rate plus 1% over a period not to exceed 10 years and shall be billed and collected from all service users only until those amounts are fully recouped by the service supplier. The prime rate to be used for amortization shall be set before the first assessment of nonrecurring charges and remain at that rate for 5 years, at which time a new rate may be set for the remaining amortization period. Recurring costs and charges included in the emergency telephone technical charge shall continue to be billed to the service user.

(2) The amount of the emergency telephone technical charge to be billed to the service user shall be computed by dividing the total emergency telephone technical charge by the number of exchange access facilities within the 9-1-1 service district.

(3) The amount of emergency telephone technical charge payable monthly by a service user for recurring costs and charges shall not exceed 4% of the lesser of \$20.00 or the highest monthly rate charged by the local exchange provider for primary basic local exchange service under section 304 of the Michigan telecommunications act, 1991 PA 179, MCL 484.2304, within the 9-1-1 service district. The amount of emergency telephone technical charge payable monthly by a service user for nonrecurring costs and charges shall not exceed 5% of the lesser of \$20.00 or the highest monthly rate charged by the provider for primary basic local exchange service under section 304 of the Michigan telecommunications act, 1991 PA 179, MCL 484.2304, within the 9-1-1 service district. The difference, if any, between the amount of the emergency telephone technical charge computed under subsection (2) and the maximum permitted under this section shall be paid by the county from funds available to the county or through cooperative arrangements with public agencies within the 9-1-1 service district.

4) The emergency telephone technical charge shall be collected in accordance with the regular billings of the local exchange provider. The emergency telephone technical charge payable by service users under this act shall be added to and shall be stated separately in the billings to service users.

(5) As used in this section, "local exchange provider" means a provider of basic local exchange service as defined in section 102 of the Michigan telecommunications act, 1991 PA 179, MCL 484.2102.

History: Add. 2007, Act 164, Imd. Eff. Dec. 21, 2007.

Popular name: 9-1-1

484.1401e Surcharge; assessment; submission of certain information to commission; review and approval or disapproval of surcharge.

Sec. 401e. (1) No later than February 15, 2008, each county that decides to assess a surcharge under section 401b shall with the assistance of the state 9-1-1 office submit to the commission all of the following:

(a) The initial county 9-1-1 surcharge for each 9-1-1 service district to be effective July 1, 2008.

(b) The estimated amount of revenue to be generated in each 9-1-1 service district for 2007.

(c) Based on the surcharge established under this subsection, the estimated amount of revenue to be generated for 2008.

(2) If the amount to be generated in 2008 exceeds the amount received in 2007 plus an amount not to exceed 2.7% of the 2007 revenues, the commission, in consultation with the committee, shall review and approve or disapprove the county 9-1-1 surcharge adopted under section 401b. If the commission does not act by March 17, 2008, the county 9-1-1 surcharge shall be deemed approved. If the surcharge is rejected, it shall be adjusted to ensure that the revenues generated do not exceed the amounts allowed under this subsection. In reviewing the surcharge under this subsection, the commission shall consider the allowable and disallowable costs as approved by the committee on June 21, 2005.

History: Add. 2007, Act 164, Imd. Eff. Dec. 21, 2007.

Popular name: 9-1-1

***** 484.1402 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009 *****

484.1402 Liability for charge.

Sec. 402. Each billed service user shall be liable for any state, county, or technical 9-1-1 charge imposed on the service user under this act.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986;—Am. 2007, Act 165, Imd. Eff. Dec. 21, 2007.

Popular name: 9-1-1

***** 484.1403 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009 *****

484.1403 Responsibility for billing charge and transmitting money.

Sec. 403. Each service supplier shall be solely responsible for the billing of the state and county 9-1-1 charge and the transmittal of money collected to the emergency 9-1-1 fund and to the counties as required under this act.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986;—Am. 1994, Act 29, Imd. Eff. Mar. 2, 1994;—Am. 1999, Act 81, Imd. Eff. June 28, 1999;—Am. 2007, Act 165, Imd. Eff. Dec. 21, 2007.

Popular name: 9-1-1

***** 484.1404 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009 *****

484.1404 Alteration of state or county 9-1-1 charge.

Sec. 404. A service supplier providing or designated to provide 9-1-1 service under this act shall not alter the state or county 9-1-1 charge collected from service users within the 9-1-1 service district except as provided under this act.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986;—Am. 1999, Act 81, Imd. Eff. June 28, 1999;—Am. 2007, Act 165, Imd. Eff. Dec. 21, 2007.

Popular name: 9-1-1

***** 484.1405 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1405 Service user with multiline telephone system; installation of equipment and software; rules.

Sec. 405. The commission shall consult with and consider the recommendations of the committee in the promulgation of rules under section 413 to require each service user with a multiline telephone system to install no later than December 31, 2011 the necessary equipment and software to provide specific location information of a 9-1-1 call. This section applies to multiline telephone systems regardless of the system technology.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986;—Am. 1994, Act 29, Imd. Eff. Mar. 2, 1994;—Am. 1999, Act 81, Imd. Eff. June 28, 1999;—Am. 2007, Act 165, Imd. Eff. Dec. 21, 2007.

Popular name: 9-1-1

***** 484.1406 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1406 Expenditure of funds; accounting, auditing, monitoring, and evaluation procedures provided by PSAP or secondary PSAP; annual audit; authorization or expenditure of increase in charges; receipt of 9-1-1 funds.

Sec. 406. (1) The funds collected and expended under this act shall be expended exclusively for 9-1-1 services and in compliance with the rules promulgated under section 413.

(2) Each PSAP or secondary PSAP shall assure that fund accounting, auditing, monitoring, and evaluation procedures are provided as required by this act and the rules promulgated under this act.

(3) An annual audit shall be conducted by an independent auditor using generally accepted accounting principles and copies of the annual audit shall be made available for public inspection.

(4) An increase in the charges allowed under this act shall not be authorized or expended for the next fiscal year unless according to the most recently completed annual audit the expenditures are in compliance with this act.

(5) The receipt of 9-1-1 funds under this act is dependent on compliance with the standards established by the commission under section 413.

History: Add. 1994, Act 29, Imd. Eff. Mar. 2, 1994;—Am. 1999, Act 81, Imd. Eff. June 28, 1999;—Am. 2007, Act 165, Imd. Eff. Dec. 21, 2007.

Popular name: 9-1-1

***** 484.1407 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1407 Emergency 9-1-1 fund; creation; disposition of assets; money remaining in fund; expenditure; disbursement; audit.

Sec. 407. (1) The emergency 9-1-1 fund is created within the state treasury.

(2) The state treasurer may receive money or other assets as provided under this act and from any source for deposit into the fund. Money may be deposited into the fund by electronic funds transfer. Money in the CMRS emergency telephone fund on the effective date of the amendatory act that added section 401a shall be deposited into the fund and expended as provided by this act. The state treasurer shall direct the investment of the fund. The state treasurer shall credit to the fund interest and earnings from fund investments.

(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 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.

History: Add. 1999, Act 78, Imd. Eff. June 28, 1999;—Am. 2007, Act 165, Imd. Eff. Dec. 21, 2007.

Popular name: 9-1-1

***** 484.1408 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1408 Collection of service charge by CMRS supplier; state 9-1-1 service charge by service supplier; retention of percentage to cover supplier's costs; deposit of money in emergency 9-1-1 fund; collection, deposit, and distribution of money; feasibility study of IP-based 9-1-1 system; methods of distribution to primary PSAPs by county; rules to

establish standards for receipt and expenditure of funds.

Sec. 408. (1) Beginning January 1, 2008, a CMRS supplier or reseller shall, until July 1, 2008, for each CMRS connection that has a billing address in this state, continue to collect the service charge that the CMRS supplier or reseller was authorized to collect by this section prior to December 21, 2007. Except as otherwise provided under this act, starting July 1, 2008, a service supplier shall include a state 9-1-1 service charge per month as determined under section 401a. The service supplier shall list the state 9-1-1 service charge authorized under this act as a separate line item on each bill. The service charge shall be listed on the bill as the "state 9-1-1 charge".

(2) Each service supplier may retain 2% of the state 9-1-1 charge collected under this act to cover the supplier's costs for billing and collection.

(3) Except as otherwise provided under subsection (2), the money collected as the state 9-1-1 charge under subsection (1) shall be deposited in the emergency 9-1-1 fund created in section 407 no later than 30 days after the end of the quarter in which the state 9-1-1 charge was collected.

(4) Except as otherwise provided under section 401a(5), all money collected and deposited in the emergency 9-1-1 fund created in section 407 shall be distributed as follows:

(a) 82.5% shall be disbursed to each county that has a final 9-1-1 plan in place. Forty percent of the 82.5% shall be distributed quarterly on an equal basis to each county, and 60% of the 82.5% shall be distributed quarterly based on a population per capita basis. Money received by a county under this subdivision shall only be used for 9-1-1 services as allowed under this act. Money expended under this subdivision for a purpose considered unnecessary or unreasonable by the committee or the auditor general shall be repaid to the fund.

(b) 7.75% shall be available to reimburse local exchange providers for the costs related to wireless emergency service. Any cost reimbursement allowed under this subdivision shall not include a cost that is not related to wireless emergency service. A local exchange provider may submit an invoice to the commission for reimbursement from the emergency 9-1-1 fund for allowed costs. Within 45 days after the date an invoice is submitted to the commission, the commission shall approve, either in whole or in part, or deny the invoice.

(c) 6.0% 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. The commission shall consult with and consider the recommendations of the committee in the promulgation of rules under section 413 establishing training standards for 9-1-1 system personnel. Money shall be disbursed on a biannual basis to an eligible public safety agency or county for training of PSAP personnel through courses certified by the committee 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.

(d) 1.88% credited to the department of state police to operate a regional dispatch center that receives and dispatches 9-1-1 calls, and 1.87% credited to the department of state police for costs to administer this act and to maintain the office of the state 9-1-1 coordinator.

(5) For fiscal year 2007-2008 only, an amount not to exceed \$500,000.00 to the department of state police to study the feasibility of an IP-based 9-1-1 system in this state.

(6) Money received by a county under subsection (4)(a) 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 9-1-1 districts, money for that county shall be distributed as provided in the emergency 9-1-1 districts' final 9-1-1 service plans.

(7) The commission shall consult with and consider recommendations of the committee in the promulgation of rules under section 413 establishing the standards for the receipt and expenditures of 9-1-1 funds under this act. Receipt of 9-1-1 funds under this act is dependent on compliance with the standards established under this subsection.

History: Add. 1999, Act 78, Imd. Eff. June 28, 1999;—Am. 2003, Act 244, Eff. Jan. 1, 2004;—Am. 2004, Act 89, Imd. Eff. Apr. 22, 2004;—Am. 2006, Act 74, Imd. Eff. Mar. 20, 2006;—Am. 2007, Act 165, Imd. Eff. Dec. 21, 2007;—Am. 2008, Act 48, Eff. Jan. 1, 2008

Compiler's note: Enacting section 1 of Act 48 of 2008 provides:
"Enacting section 1. This amendatory act is retroactive and is effective January 1, 2008."

Popular name: 9-1-1

484.1409 Repealed. 2003, Act 244, Eff. Jan. 1, 2004.

Compiler's note: The repealed section pertained to distribution of money.
Popular name: 9-1-1

484.1410, 484.1411 Repealed. 2007, Act 165, Imd. Eff. Dec. 21, 2007.

Compiler's note: The repealed sections pertained to review of expenditures by subcommittee and use of funds.
Compiler's note: 9-1-1

***** 484.1412 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1412 Report on 9-1-1 system and charge.

Sec. 412. (1) The committee shall make a report annually on the 9-1-1 system in this state and the state and county 9-1-1 charge required under sections 401, 401a, 401b, 401c, 401d, and 401e and distributed under section 408 not later than August 1 of each year. The report shall include at a minimum all of the following:

- (a) The extent of emergency 9-1-1 service implementation in this state.
- (b) The actual 9-1-1 service costs incurred by PSAPs and counties.
- (c) The state 9-1-1 charge required under section 401a and a recommendation of any changes in the state 9-1-1 charge amount or in the distribution percentages under section 408.
- (d) A description of any commercial applications developed as a result of implementing this act.
- (e) The charge allowed under sections 401a, 401b, 401c, 401d, and 401e and a detailed record of expenditures by each county relating to this act.

(2) The committee shall deliver the report required 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 communication technology.

History: Add. 1999, Act 78, Imd. Eff. June 28, 1999;—Am. 2007, Act 165, Imd. Eff. Dec. 21, 2007.

Popular name: 9-1-1

***** 484.1413 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1413 Rules.

Sec. 413. (1) The commission may promulgate rules to establish 1 or more of the following:

- (a) Uniform procedures, policies, and protocols governing 9-1-1 services in counties and PSAPs in this state.
 - (b) Standards for the training of PSAP personnel under section 408(2) (b).
 - (c) Uniform procedures, policies, and standards for the receipt and expenditure of 9-1-1 funds under sections 401a, 401b, 401c, 401d, 401e, 406, and 408.
 - (d) The requirements for multiline telephone systems under section 405.
 - (e) The penalties and remedies for violations of this act and the rules promulgated under this act.
- (2) The commission shall consult with and consider the recommendations of the committee in the promulgation of rules under this section.
- (3) The commission's rule-making authority is limited to that expressly granted under this section.
- (4) The rules promulgated under this section do not apply to service suppliers.

History: Add. 2006, Act 249, Imd. Eff. July 3, 2006;—Am. 2007, Act 165, Imd. Eff. Dec. 21, 2007.

Popular name: 9-1-1

CHAPTER V

***** 484.1501 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1501 Notice of intent to function as PSAP or secondary PSAP; forwarding notice to service supplier; commencement of function; payment of cost of equipment installation or system modification.

Sec. 501. (1) After installation and commencement of operation of a 9-1-1 system implemented pursuant to this act, a public safety agency serving a public agency or county within the 9-1-1 service district may be added to the 9-1-1 system as a PSAP or a secondary PSAP by giving written notice of intent to function as a PSAP or secondary PSAP as provided in section 307 to the county clerk. Within 5 days of receipt of the

notice, the county clerk shall forward the written notice to the service supplier. The public safety agency shall commence to function as a PSAP or secondary PSAP as soon as feasible after giving the written notice.

(2) The costs of equipment installation or system modification, or both, necessary for a public safety agency to function as a secondary PSAP pursuant to subsection (1) shall be paid directly by the public safety agency and shall not be collected from service users in the 9-1-1 service district.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986;—Am. 1994, Act 29, Imd. Eff. Mar. 2, 1994.

Popular name: 9-1-1

***** 484.1502 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1502 Cessation of function as PSAP or secondary PSAP; notice; payment of costs for equipment removal or system modification.

Sec. 502. (1) After installation and commencement of operation of a 9-1-1 system implemented under this act, a public safety agency serving a public agency or county within the 9-1-1 service district shall cease to function as a PSAP or a secondary PSAP 60 days after giving written notice to the county clerk. Within 5 days after receipt of the notice, the county clerk shall forward the written notice to the service supplier.

(2) Notwithstanding any provision of this act, any costs incurred by a service supplier for equipment removal or system modification necessary for a public safety agency to cease functioning as a PSAP or secondary PSAP under subsection (1) shall be paid directly by the public safety agency.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986;—Am. 2007, Act 165, Imd. Eff. Dec. 21, 2007.

Popular name: 9-1-1

***** 484.1503 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1503 Adding jurisdiction of public agency to 9-1-1 service district; conditions.

Sec. 503. After installation and commencement of operation of a 9-1-1 system implemented pursuant to this act, all or part of the jurisdiction of a public agency within the county shall be added to the 9-1-1 service district pursuant to section 504 if both of the following occur:

(a) The legislative body of the public agency adopts a resolution including all or part of the public agency within the 9-1-1 service district.

(b) A certified copy of the resolution adopted by the legislative body of the public agency is forwarded by certified mail, return receipt requested, to the county clerk.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986.

Popular name: 9-1-1

***** 484.1504 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1504 Forwarding certified copy of resolution to service supplier by certified mail; commencement of service and collection of state and county 9-1-1 charge.

Sec. 504. Within 5 days after receipt of a certified copy of a resolution adopted by a public agency under section 503, the county clerk shall forward the certified copy of the resolution to the service supplier by certified mail, return receipt requested. Within a reasonable time after the service supplier receives the certified copy of the resolution, the service supplier shall commence 9-1-1 service to all or part of the jurisdiction of the public agency, as the case may be, and after commencement of the service shall commence the collection of the state and county 9-1-1 charge, in accordance with this act, from service users within all or part of the jurisdiction of the public agency added to the 9-1-1 service district.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986;—Am. 2007, Act 165, Imd. Eff. Dec. 21, 2007.

Popular name: 9-1-1

***** 484.1505 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1505 Withdrawal of jurisdiction; conditions.

Sec. 505. (1) After installation and commencement of operation of a 9-1-1 system implemented pursuant to this act, a public agency all or part of which is included within a 9-1-1 service district may withdraw all or part of its jurisdiction from a 9-1-1 service district effective January 1 of the following year if all of the following occur:

(a) The public agency, after giving notice required in subdivisions (b) and (c), conducts a public hearing on the withdrawal at which all persons attending are afforded a reasonable opportunity to be heard.

(b) Written notice of the time, date, and place of the public hearing conducted by the public agency is given to the county clerk and the clerk of each public agency within the 9-1-1 service district, at least 30 days prior to the date of the hearing.

(c) Notice of the time, date, place, and purpose of the public hearing is published twice in a newspaper of general circulation within the public agency, the first publication of the notice occurring at least 30 days prior to the date of the hearing.

(d) After the public hearing on withdrawal but prior to 90 days before the end of the calendar year, the legislative body of the public agency adopts a resolution withdrawing all or part of the area of the public agency from the 9-1-1 service district. Such resolution shall describe the area of the public agency withdrawing from the 9-1-1 service district. The resolution shall also state the emergency telephone number to be used within the jurisdiction of the public agency following withdrawal from the 9-1-1 service district.

(e) Within 5 days after adoption of the resolution by the legislative body of the public agency, the clerk or other appropriate official of the public agency shall forward such resolution by certified mail, return receipt requested, to the county clerk. Within 5 days of receipt of a certified copy of the resolution adopted pursuant to this section, the county clerk shall forward such resolution by certified mail, return receipt requested, to the service suppliers providing or designated to provide 9-1-1 service to the area of the public agency withdrawing from the 9-1-1 service district.

(2) A public service agency may not withdraw any part of its jurisdiction from a 9-1-1 service district until all outstanding qualified obligations secured by emergency telephone operational charges incurred after the time of the addition of the public service agency to the 9-1-1 service area agreed to by the withdrawing public service agency and the remaining public service agencies comprising the 9-1-1 service district are paid or other provisions are made to pay the qualified obligations.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986;—Am. 1999, Act 81, Imd. Eff. June 28, 1999.

Popular name: 9-1-1

484.1506 Repealed. 2007, Act 165, Imd. Eff. Dec. 21, 2007.

Compiler's note: The repealed section pertained to cessation of 9-1-1 service and duties of the service supplier.

Popular name: 9-1-1

***** *484.1507 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009* *****

484.1507 Contract with service supplier for 9-1-1 service.

Sec. 507. This act shall not be construed to prohibit a public agency or a county from contracting with a service supplier for 9-1-1 service within all or part of the jurisdiction of the public agency or county and paying for such service directly from the funds of the public agency or county.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986.

Popular name: 9-1-1

CHAPTER VI

***** *484.1601 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009* *****

484.1601 Technical assistance and assistance in resolving dispute.

Sec. 601. The emergency 9-1-1 service committee created in section 712, upon request by a service supplier, county, public agency, or public service agency, shall provide, to the extent possible, technical assistance regarding the formulation or implementation, or both, of a 9-1-1 service plan and assistance in resolving a dispute between or among a service supplier, county, public agency, or public safety agency regarding their respective rights and duties under this act.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986;—Am. 1989, Act 36, Imd. Eff. June 1, 1989;—Am. 1999, Act 80, Eff. Oct. 27, 1999;—Am. 2007, Act 165, Imd. Eff. Dec. 21, 2007.

Compiler's note: Sec. 601, being § 484.1601 of the Michigan Compiled Laws, as originally enacted by 1986 PA 32 and amended by 1989 PA 36, was repealed by Section 2 of 1994 PA 29, Eff. Mar. 2, 1994. Subsequent to its repeal by 1994 PA 29, Sec. 601 was amended by 1999 PA 80, Eff. Oct. 27, 1999.

Popular name: 9-1-1

***** 484.1602 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1602 Development of voluntary informal dispute resolution process; hearing dispute as contested case.

Sec. 602. (1) The committee shall develop a voluntary informal dispute resolution process that can be utilized by any party in resolving any dispute involving the formulation, implementation, delivery, and funding of 9-1-1 services in this state.

(2) Except for a dispute between a commercial mobile radio service and a local exchange provider as defined under section 408, a dispute between or among 1 or more service suppliers, counties, public agencies, public service agencies, or any combination of those entities regarding their respective rights and duties under this act shall be heard as a contested case before the public service commission as provided in the administrative procedures act of 1969, 1969 PA 306, MCL 24.201 to 24.328.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986;—Am. 1989, Act 36, Imd. Eff. June 1, 1989;—Am. 1994, Act 29, Imd. Eff. Mar. 2, 1994;—Am. 1999, Act 80, Eff. Oct. 27, 1999;—Am. 2003, Act 244, Eff. Jan. 1, 2004;—Am. 2004, Act 515, Imd. Eff. Jan. 3, 2005;—Am. 2007, Act 165, Imd. Eff. Dec. 21, 2007.

Popular name: 9-1-1

484.1603 Repealed. 1989, Act 36, Imd. Eff. June 1, 1989.

Compiler's note: The repealed section pertained to review and findings regarding implementation of a 9-1-1 emergency service.

Popular name: 9-1-1

***** 484.1604 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1604 Liability for civil damages.

Sec. 604. Except for pro rata charges for the service during a period when the service may be fully or partially inoperative, a service supplier, public agency, PSAP, or an officer, agent, or employee of any service supplier, public agency, or PSAP, or an owner or lessee of a pay station telephone shall not be liable for civil damages to any person as a result of an act or omission on the part of the service supplier, public agency, PSAP, or an officer, agent, or employee of any service supplier, public agency, or PSAP, or an owner or lessee in complying with any provision of this act, unless the act or omission amounts to a criminal act or to gross negligence or willful and wanton misconduct.

History: 1986, Act 32, Imd. Eff. Mar. 17, 1986;—Am. 1999, Act 80, Eff. Oct. 27, 1999.

Popular name: 9-1-1

***** 484.1605 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1605 Prohibited use of emergency 9-1-1 service; violation; penalty; exception.

Sec. 605. (1) A person shall not use an emergency 9-1-1 service authorized by this act for any reason other than to call for an emergency response service from a primary public safety answering point.

(2) A person who knowingly uses or attempts to use an emergency 9-1-1 service for a purpose other than authorized in subsection (1) is guilty of a misdemeanor punishable by imprisonment for not more than 180 days or a fine of not more than \$5,000.00, or both.

(3) A person who violates subsection (2) and has 1 or more prior convictions under this section is guilty of a felony punishable by imprisonment for not more than 2 years or a fine of not more than \$10,000.00, or both.

(4) This section does not apply to a person who calls a public safety answering point to report a crime or seek assistance that is not an emergency unless the call is repeated after the person is told to call a different number.

History: Add. 1999, Act 80, Eff. Oct. 27, 1999;—Am. 2007, Act 165, Imd. Eff. Dec. 21, 2007.

Popular name: 9-1-1

CHAPTER VII

484.1701-484.1707 Repealed. 1995, Act 247, Eff. Dec. 31, 1998.

Compiler's note: The repealed sections pertained to emergency telephone service committee.

Popular name: 9-1-1

484.1711 Repealed. 2007, Act 165, Imd. Eff. Dec. 21, 2007.

Compiler's note: The repealed section pertained to definition of committee.

Popular name: 9-1-1

***** 484.1712 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1712 Emergency 9-1-1 service committee; creation; purpose; authority and duties.

Sec. 712. An emergency 9-1-1 service committee is created within the department of state police to develop statewide standards and model system considerations and make other recommendations for emergency telephone services. The committee shall only have the authority and duties granted to the committee under this act.

History: Add. 1999, Act 79, Imd. Eff. June 28, 1999;—Am. 2007, Act 165, Imd. Eff. Dec. 21, 2007.

Popular name: 9-1-1

***** 484.1713 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1713 Committee; membership; quorum; vote; chairperson; conduct of business; compensation and expenses of members.

Sec. 713. (1) The committee shall consist of 21 members as follows:

- (a) The director of the department of state police or his or her designated representative.
 - (b) The director of the department of consumer and industry services or his or her designated representative.
 - (c) The chair of the Michigan public service commission or his or her designated representative.
 - (d) The president of the Michigan sheriffs' association or his or her designated representative.
 - (e) The president of the Michigan association of chiefs of police or his or her designated representative.
 - (f) The president of the Michigan fire chiefs association or his or her designated representative.
 - (g) The executive director of the Michigan association of counties or his or her designated representative.
 - (h) The executive director of the deputy sheriffs association of Michigan or his or her designated representative.
 - (i) Three members of the general public, 1 member to be appointed by the governor, 1 member to be appointed by the speaker of the house of representatives, and 1 member to be appointed by the majority leader of the senate. The 3 members of the general public shall have expertise relating to telephone systems, rural health care concerns, or emergency radio communications, dispatching, and services. The members of the general public shall serve for terms of 2 years.
 - (j) The executive director of the Michigan fraternal order of police or his or her designated representative.
 - (k) The president of the Michigan state police troopers association or his or her designated representative.
 - (l) The president of the Michigan chapter of the associated public safety communications officers or his or her designated representative.
 - (m) The president of the Michigan chapter of the national emergency number association or his or her designated representative.
 - (n) The president of the telecommunications association of Michigan or his or her designated representative.
 - (o) The executive director of the Upper Peninsula emergency medical services corporation or his or her designated representative.
 - (p) The executive director of the Michigan association of ambulance services or his or her designated representative.
 - (q) The president of the Michigan state firefighters union or his or her designated representative.
 - (r) The president of the Michigan communications directors association or his or her designated representative.
 - (s) One representative of commercial mobile radio service, to be appointed by the governor.
- (2) A majority of the members of the committee constitute a quorum for the purpose of conducting business and exercising the powers of the committee. Official action of the committee may be taken upon a vote of a majority of the members of the committee.
- (3) The committee shall elect 1 of its members who is not a member of the wireline or commercial mobile radio service industry to serve as chairperson. The chairperson of the committee shall serve for a term of 1 year.
- (4) The committee may adopt, amend, and rescind bylaws, rules, and regulations for the conduct of its business.
- (5) Members of the committee shall serve without compensation, but shall be entitled to actual and necessary expenses incurred in the performance of official duties under this chapter.

History: Add. 1999, Act 79, Imd. Eff. June 28, 1999.

Popular name: 9-1-1

***** 484.1714 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1714 Duties of committee; staff assistance.

Sec. 714. (1) The committee shall do all of the following:

- (a) Organize and adopt standards governing the committee's formal and informal procedures.
- (b) Meet not less than 4 times per year at a place and time specified by the chairperson.
- (c) Keep a record of the proceedings and activities of the committee.
- (d) Provide recommendations to public safety answering points and secondary public safety answering points on statewide technical and operational standards for PSAPs and secondary PSAPs.
- (e) Provide recommendations to public agencies concerning model systems to be considered in preparing a 9-1-1 service plan.
- (f) Perform all duties as required under this act relating to the development, implementation, operation, and funding of 9-1-1 systems in this state.
- (g) Provide notice to the service suppliers of any changes in the state or county 9-1-1 charge under sections 401a, 401b, and 401c.

(2) The department of state police and the public service commission shall provide staff assistance to the committee as necessary to carry out the committee's duties under this act.

History: Add. 1999, Act 79, Imd. Eff. June 28, 1999;—Am. 2007, Act 165, Imd. Eff. Dec. 21, 2007.

Popular name: 9-1-1

***** 484.1715 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1715 Business conducted at public meeting.

Sec. 715. The business which the committee may perform shall be conducted at a public meeting of the committee held in compliance with the open meetings act, 1976 PA 267, MCL 15.261 to 15.275. Public notice of the time, date, and place of the meeting shall be given in the manner required by the open meetings act, 1976 PA 267, MCL 15.261 to 15.275.

History: Add. 1999, Act 79, Imd. Eff. June 28, 1999.

Popular name: 9-1-1

***** 484.1716 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1716 Availability of writing to public.

Sec. 716. Except as otherwise provided under this act, a writing prepared, owned, used, in the possession of, or retained by the committee in the performance of an official function shall be made available to the public in compliance with the freedom of information act, 1976 PA 442, MCL 15.231 to 15.246.

History: Add. 1999, Act 79, Imd. Eff. June 28, 1999;—Am. 2007, Act 165, Imd. Eff. Dec. 21, 2007.

Popular name: 9-1-1

***** 484.1717 THIS SECTION IS REPEALED BY ACT 165 OF 2007 EFFECTIVE FEBRUARY 28, 2009

484.1717 Repeal of act.

Sec. 717. This act is repealed effective February 28, 2009.

History: Add. 1999, Act 79, Imd. Eff. June 28, 1999;—Am. 2006, Act 249, Imd. Eff. July 3, 2006;—Am. 2007, Act 165, Imd. Eff. Dec. 21, 2007.

Popular name: 9-1-1

**Emergency Telephone Service Committee
2008 Report to the Michigan Legislature**

COMMITTEE MEMBERSHIP LISTING
as of July 1, 2008

MEMBER ORGANIZATION	REPRESENTATIVE
Association of Public Safety Communications Officials <i>serving as Vice Chair for 2007</i>	Mr. John Bawol Roscommon County Central Dispatch
Commercial Mobile Radio Service	Mr. Scott Temple A T & T Mobility
Department of Labor and Economic Growth	Ms. Jeannine Benedict, Office of Policy and Legislative Affairs
Department of State Police	Lt. Col. Kriste K. Etue Administrative Services Bureau
Deputy Sheriffs' Association	Undersheriff Jim Hull District Representative
Fraternal Order of Police	Mr. John Buczek Executive Director
Governor's Appointee, Public Member	Mr. John Hunt OnStar
House Appointee, Public Member	Mr. Miles Handy II Supervisor, Redford Township, Michigan
Michigan Association of Ambulance Services	Mr. Dale Berry Huron Valley Ambulance
Michigan Association of Chiefs of Police	Chief Kay Hoffman, Lansing Township Police Department
Michigan Association of Counties	Mr. Hugh Crawford Oakland County Commissioner
Michigan Communications Directors Association	Mr. James Fyvie, Clinton County Central Dispatch
Michigan Association of Fire Chiefs	Chief Paul Trinka Adrian Fire Department
Michigan Professional Firefighters Union	Mr. Paul Hufnagel President
Michigan Public Service Commission	Mr. Dan Kearney MPSC Representative
Michigan Sheriffs' Association <i>serving as Chair for 2007</i>	Sheriff Dale Gribler Van Buren County Sheriff's Department
Michigan State Police Troopers Association	Tpr. Michael Moorman Michigan State Police
National Emergency Number Association	Ms. Suzan Hensel Midland County Central Dispatch
Senate Appointee, Public Member	Mr. Lloyd Fayling Genesee County 9-1-1
Telecommunications Association of Michigan	Mr. Dave Piasecki A T & T
UP Emergency Medical Services Corp.	Mr. Robert Struck U. P. Emergency Medical Services Corp.

Emergency Telephone Service Committee 2008 Report to the Michigan Legislature SUBCOMMITTEE MEMBERSHIP LISTING
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Executive Committee

Chair: Sheriff Dale Gribler, ETSC, MSA/Van Buren County Sheriff Department
 Mr. Dave Piasecki, ETSC, Telecommunications Association of Michigan
 Mr. Dale Berry, ETSC, Michigan Association of Ambulance Services
 Mr. James Fyvie, ETSC, Michigan Communications Directors Association
 Lt. Col. Kriste K. Etue, ETSC, Michigan State Police
 Chief Paul Trinka, ETSC, Michigan Association of Fire Chiefs

Dispatcher Training Subcommittee

Chair: Tpr. Mike Moorman, ETSC, Michigan State Police Troopers Association
 Mr. Dave Ackley, Genesee County Central Dispatch
 Mr. John Bawol, ETSC, Roscommon County Central Dispatch
 Ms. Karen Chadwick, Ingham County Central Dispatch
 Mr. James Fyvie, ETSC, Clinton County Central Dispatch
 Mr. Andrew Goldberger, St Joseph County Central Dispatch
 Sheriff Dale Gribler, ETSC, Van Buren County Sheriff Department
 Ms. Suzan Hensel Clark, ETSC, Midland County Central Dispatch
 Mr. Vic Martin, Lapeer County Central Dispatch
 Mr. Bruce Pollock, Livingston County 9-1-1
 Ms. Christina Russell, Oakland County Sheriff Department
 Ms. Christine Schultz, Isabella County Central Dispatch
 Mr. Stephen Todd, Flint City 9-1-1
 Chief Paul Trinka, ETSC, Adrian Fire Department
 Mr. Joseph VanOosterhout, Marquette County Central Dispatch

Non-Voting Members:

Mr. Patrick Hutting, MCOLES
 Mr. Dale Rothenberger, MCOLES
 Ms. Evah Cole, Department of Treasury
 Ms. Harriet Miller-Brown, Michigan State Police

Legislative Action Subcommittee

Lt. Col. Kriste K. Etue, Michigan State Police
 Ms. Pat Anderson, A T & T
 Mr. Dale Berry, ETSC, Huron Valley Ambulance
 Ms. Marsha Bianconi, Conference of Western Wayne
 Ms. Patricia Coates, CLEMIS
 Mr. Robert Currier, Intrado
 Mr. Lloyd Fayling, ETSC, Genesee County 9-1-1
 Mr. James Fyvie, ETSC, Clinton County Central Dispatch
 Mr. Andrew Goldberger, St. Joseph Co. 9-1-1/Central Dispatch
 Mr. Ralph Gould, Grand Rapids Police Dept.
 Ms. Jennifer Greenburg, TAM
 Sheriff Dale Gribler, ETSC, Van Buren County Sheriff Department
 Ms. Suzan Hensel Clark, ETSC, Midland County Central Dispatch
 Mr. Steve Leese, Eaton County Central Dispatch
 Mr. James Loeper, ETSC, Gogebic County
 Mr. Dave Piasecki, ETSC, A T & T

Legislative Action Subcommittee
Continued

Mr. Scott Temple, ETSC, A T & T Mobility
Mr. Joseph VanOosterhout, Marquette County Central Dispatch
Mr. Dave Vehslage, Verizon

Non-Voting Members:
Sgt. Matt Bolger, Michigan State Police
Ms. Pamela Matelski, Michigan State Police
Ms. Harriet Miller-Brown, Michigan State Police

Certification Subcommittee

Ms. Suzan Hensel Clark, ETSC, Midland County Central Dispatch (Interim Chair)
Mr. John Bawol, ETSC, Roscommon County Central Dispatch
Mr. James Fyvie, ETSC, Clinton County Central Dispatch
Sheriff Dale Gribler, ETSC, Van Buren County Sheriff Department
Mr. Steve Leese, Eaton County Central Dispatch
Mr. James Loeper, ETSC, Gogebic County
Mr. Victor Martin, Lapeer County Central Dispatch
Mr. Leonard Norman, Bay County Central Dispatch
Mr. Dave Piasecki, ETSC, A T & T
Ms. Christina Russell, Oakland Central Dispatch
Mr. Scott Temple, ETSC, A T & T Mobility

Non-Voting:
Harriet Miller-Brown, Michigan State Police

Emerging Technology Subcommittee

Chair: Mr. John Hunt, ETSC, Onstar
Ms. Pat Anderson, A T & T
Ms. Marsha Bianconi, Conference of Western Wayne
Ms. Cathy Brandimore, Troy Police Department
Ms. Patricia Coates, CLEMIS
Mr. Robert Currier, Intrado
Mr. Ralph Gould, Grand Rapids Police Department
Ms. Christina Russell, Oakland County Central Dispatch
Ms. Susan Sherwood, Sprint
Mr. Scott Temple, ETSC, A T & T

Non-Voting:
Harriet Miller-Brown, Michigan State Police

Policy Subcommittee

Chair: Mr. Dale Berry, ETSC, Huron Valley Ambulance
Ms. Marsha Bianconi, Conference of Western Wayne
Mr. James Fyvie, ETSC, Clinton County Central Dispatch
Mr. John Hunt, ETSC, OnStar

Non-Voting:
Harriet Miller-Brown, Michigan State Police

CMRS Subcommittee

Chair: Lt. Col. Kriste K. Etue, ETSC, Michigan State Police
Mr. Hugh Crawford, ETSC, Oakland County Commissioner
Chief Kay Hoffman, ETSC, Lansing Township Police Department
Mr. Paul Styler, Alltel
Mr. Scott Temple, ETSC, A T & T

Non-Voting:
Harriet Miller-Brown, Michigan State Police



EMERGENCY TELEPHONE SERVICE COMMITTEE
State Capitol, Room #426
Lansing, Michigan
March 20, 2007
10:00 a.m.

MEETING MINUTES

MEMBERS PRESENT	REPRESENTING
Sheriff Dale Gribler, Chair	Michigan Sheriffs' Association
Mr. John Bawol	Assn. of Public Safety Comm. Officials
Ms. Jeannine Benedict	Dept. of Labor and Economic Growth
Mr. Dale Berry	Michigan Association of Ambulance Services
Mr. John Buczek	Fraternal Order of Police
Mr. William Charon, Vice Chair (Mr. James Fyvie, Alternate)	Michigan Communications Directors Assoc.
Mr. Hugh Crawford	Michigan Association of Counties
Lt. Col. Kriste Etue	Department of State Police
Mr. Lloyd Fayling	Public Member, Senate Appointee
Ms. Suzan Hensel (Mr. Andy Goldberger, Alternate)	National Emergency Number Association
Chief Kay Hoffman	Michigan Association of Chiefs of Police
Mr. Paul Hufnagel	Michigan Professional Firefighters Association
Undersheriff Jim Hull (Lt. Frank Baker, Alternate)	Deputy Sheriff's Association
Mr. John Hunt	Public Member, Governor's Appointee
Mr. Dan Kearney	Michigan Public Service Commission
Tpr. Michael Moorman	Michigan State Police Troopers Association
Mr. Charles Nystrom	Public Member, House Appointee
Mr. Dave Piasecki	Telecommunications Association of Michigan
Mr. Robert Struck (Mr. James Loeper, Alternate)	UP Emergency Medical Services Corporation
Mr. Scott Temple	Commercial Mobile Radio Service
MEMBERS ABSENT	REPRESENTING
Chief Paul Trinkka	Michigan Association of Fire Chiefs
STAFF SUPPORT	REPRESENTING
Ms. Harriet Miller-Brown	Department of State Police
Ms. Janet Hengesbach	Department of State Police

ROLL CALL

The Emergency Telephone Service Committee (ETSC) meeting was called to order by Sheriff Dale Gribler at 10:00 a.m. Roll call was taken and a quorum was present for the meeting.

APPROVAL OF MINUTES

A **MOTION** was made by Ms. Benedict to approve the minutes of the December 12, 2006 ETSC meeting. Supported by Lt. Baker, the **MOTION** carries.

CORRESPONDENCE

Sheriff Gribler reminded the members that Lt. Col. Tom Miller's retirement dinner is Friday. Chief Kay Hoffman volunteered to present him with a plaque thanking him for his service to the ETSC.

OLD BUSINESS

A. Prepaid Reimbursement Issues

Mr. Patrick Fitzgerald from the Attorney General's office was present at today's meeting to give an update on the Summons and Compliant filed against the Department of Treasury by Tracfone and to update the members regarding other prepaid reimbursement issues. Mr. Fitzgerald noted that the lawsuit continues. Tracfone is seeking approximately \$ 541,000.00; the amount was reduced and Tracfone was awarded \$231,000.00 from the CMRS fund. The State of Michigan has filed an appeal in December 2006 that if funds are awarded it is the duty of the state to pay.

Omnipoint Holdings, Inc. also filed suit against the State of Michigan for approximately \$640,000.00 for the same reason as Tracfone. There has been no action on this case. It is scheduled to be heard in the Court of Claims in May.

The Attorney General's office has indicated that the ETSC is in support of the reimbursement of funds to these interests.

NEW BUSINESS

A. Verizon Invoices

There were no invoices submitted by A T & T this quarter. An invoice from Verizon totaling \$168,485.61 was submitted to the State 9-1-1 Administrator's office from the Michigan Public Service Commission for approval from the ETSC. Mr. Bawol made a **MOTION** to approve the invoice from Verizon, Mr. Loeper supported. The **MOTION** carries.

B. ETSC Member Term Expirations

The State 9-1-1 Administrator's office has received notice of the extension of Mr. Fayling's term until December 31, 2007. There has been no correspondence received regarding Mr. Nystrom, Mr. Temple and Mr. Hunt's terms which are all set to expire in June 2007. Letters have been sent to appropriate individuals from Chair Gribler encouraging extension of these members' terms.

C. SB 131

Sen. Deborah Cherry has introduced SB 131 regarding Multi-Line Telephone Service (MLTS). This bill was originally introduced in 2005. A letter has been drafted from the ETSC to send to Sen. Cherry expressing recommendations for MLTS as addressed in P.A. 249 of 2006. The ETSC believes that revisions to this bill that should be expanded to include these recommendations. Mr. Goldberger made a **MOTION** to send the letter to Sen. Cherry, Mr. Nystrom supported. The **MOTION** carries, Mr. Kearney abstained.

CMRS SUBCOMMITTEE REPORT

A. Review of Invoices

There were no invoices submitted as the deadline for submission of invoices for cost recovery to providers was December 31, 2006.

LEGISLATIVE ACTION SUBCOMMITTEE REPORT

A. Update on action on PA 249 report

Ms. Miller-Brown, Chair Gribler and Mr. Goldberger met earlier this year with Senators Jelinek and Brown and Representatives Schuitmaker and Proos. They understand the importance of the timing for the changes and how it will affect the funding and the counties. It is the intent of the leadership to work on the legislation to have something in place by May. Ms. Miller-Brown has also met with Legislative Services Bureau and other legislators to address questions on the recommendations in relation to the existing legislation.

Public Safety Funding Coalition

There have been discussions from other groups (MCOLES, CJIS and DIT) that are looking into a larger statewide 9-1-1 surcharge for other public safety functions. Ms. Miller-Brown and Chair Gribler have attended meetings recently that included representatives from these interests. The timelines are tight and any changes to the proposals recommended in P.A. 249 could delay or impact the legislative process.

Mr. Nystrom made a **MOTION** that a letter is drafted from the ETSC suggesting that any modifications to the 9-1-1 surcharge recommendations could jeopardize the implementation of the P.A. 249 of 2006 Report objectives. Mr. Bawol supported. Following discussions, a roll call vote was taken. The **MOTION** carries.

Yes – Approve	No–Disapprove	Abstain from vote	Absent
Bawol		Benedict	Trinka
Temple		Etue	
Baker		Buczek	
Hunt		Hoffman	
Nystrom		Hufnagel	
Berry		Kearney	
Crawford		Piasecki	
Fyvie		Moorman	
Goldberger			
Fayling			
Loeper			
Gribler			

POLICY SUBCOMMITTEE REPORT

A. By-Law update

The Policy Subcommittee held a conference call to discuss the request of adding a CMRS representative to the ETSC Executive Committee. Since telephone service is quickly moving from the wireline to the wireless environment and the wireline organization has a representative currently on the committee (TAM), the addition of a representative from the CMRS industry would be beneficial to the decision-making process. The Policy subcommittee recommends the by-laws be amended to show this addition. The ETSC will vote on this amendment at the June 2007 meeting.

CERTIFICATION SUBCOMMITTEE REPORT

A. Updates on county compliance reviews

Barry County

The report is complete and ready for signatures from the compliance team members. Mr. Fyvie made a **MOTION** to approve the Barry County report, Mr. Loeper supported, the **MOTION** carries. Mr. Nystrom abstained

Alpena County

A second visit was made to Alpena County. Mr. Charon and Ms. Miller-Brown were able to confirm that Alpena County is Phase II compliant. It is recommended that a 12 month follow-up visit be made to assure this county is progressing as they should.

Calhoun County

A second visit is necessary to complete the county review. The director has been on medical leave of absence. The 2nd visit will be scheduled as soon as possible.

Newaygo County

Newaygo County was chosen for the next random review. Their information has been received by the State 9-11 Administrator's office and distributed to the compliance team members. The on site visit has yet to be scheduled.

B. Compliance Training For MCDA

This training is scheduled for April 12 in Lansing. Additional information is available on the MCDA web site. The training will cover compliance and certification issues for PSAP Directors and Coordinators.

C. Certification for 4th quarter wireless funds

Mr. Fyvie made a **MOTION** that Treasury release the 4th qtr wireless funds to Alpena County as it has been confirmed they are Phase II compliant, Mr. Bawol supported. The **MOTION** carries

Mr. Fyvie made a **MOTION** that all 82 counties and 4 Wayne County Service Districts be certified for 1st quarter wireless funds, Mr. Loeper supported. The **MOTION** carries.

EMERGING TECHNOLOGY SUBCOMMITTEE REPORT

Mr. Fayling asked that he be removed from his duties as chair of this subcommittee. Chair Gribler advised the members that a subcommittee chair is needed.

DISPATCHER TRAINING SUBCOMMITTEE REPORT

A Dispatcher Training work group update

On March 6, a draft white paper was introduced to the Dispatcher Training Subcommittee for review. There was much input from the members. The Upper Peninsula Directors Association has a meeting scheduled for April 2 to also discuss this draft. They will send their input and comments to Tpr. Moorman.

B. Allowable/Disallowable Training Funds

Last year, a motion was made to change the language to allow payment of overtime to telecommunicators that attend certified training courses. There was also an oversight regarding out of state travel – the state of Wisconsin was left out of the document. Tpr. Moorman made a **MOTION** to approve the changes in this document. Mr. Goldberger supported, the **MOTION** carries.

C. 2007 Dispatcher Training Application Process

The process was completed in February. Out of a total of 182 PSAPs, there were 149 applications received, 106 applications were approved, 33 PSAPs did not make spend down, 10 PSAPs had other issues and 33 PSAPs did not apply. Of the PSAPs that were denied for spend down or other issues, two appealed: Saginaw County and Taylor PD. Saginaw County did not spend down 2004 monies, the subcommittee voted to uphold their denial. Taylor PD was originally denied because they calculated employees that were ineligible, their denial was overturned, there were granted with 6 FTE's.

D. Refund of Unspent Training Monies

Letters will be mailed out next week to PSAPs who have unused training monies from 2001 and 2002. It will be necessary for those PSAPs to return the monies back to the Dispatcher Training fund.

Tpr. Moorman made a **MOTION** to certify payment to 106 PSAPs who met the requirements of the 2007 training application process, Mr. Fayling supported. The **MOTION** carries.

STATE 9-1-1 ADMINISTRATORS REPORT

Ms. Miller-Brown discussed her recent trip to Washington DC for the annual NENA 9-1-1 Goes to Washington. Joining her on this trip were Chair Gribler, Christina Russell from Oakland County, Tom McIntyre from Saginaw County, and Bob Currier from Intrado. While there, they met with some of the Michigan Congressional Delegation. Issues discussed were funding for the ENHANCED 911 Act, inoperability funding, advancement of IP based 9-1-1 and policies that safeguard 9-1-1 funding. Her office is also continuing to assist PSAPs with deployment of VoIP E911 in Michigan. Onstar has approached a number of Michigan PSAPs about the ability to move information on its system into the PSAPs on 9-1-1 trunks. She will be meeting with representatives to further discuss. Ms. Miller-Brown is also working with the Certification Subcommittee for a training presentation in April that MCDA is sponsoring. The class will cover certification and compliance.

PUBLIC COMMENT

Mr. Lynn Egbert from Egbert & Associates appeared before the committee. One of his clients is Secure Michigan. This group is interested in emerging technology. He requested that he receive information on what the ETSC is doing relative to current emerging technology.

Chair Gribler thanked Mr. Steve Berenbaum for his work with the ETSC.

NEXT MEETING

The next ETSC meeting will be held at 10:00 a.m. on Tuesday June 26, 2007. The location will be announced. Sheriff Gribler thanked NENA for the refreshments provided for today's meeting.

ADJOURN

The meeting adjourned at 11:05 a.m.

Approved,

SHERIFF DALE GRIBLER, CHAIR



**EMERGENCY TELEPHONE SERVICE COMMITTEE
Michigan National Guard Headquarters
Lansing, Michigan
June 26, 2007
10:00 a.m.**

MEETING MINUTES

MEMBERS PRESENT	REPRESENTING
Sheriff Dale Gribler, Chair	Michigan Sheriffs' Association
Mr. John Bawol	Assn. of Public Safety Comm. Officials
Mr. John Buczek	Fraternal Order of Police
Mr. William Charon, Vice Chair	Michigan Communications Directors Assoc.
Mr. Hugh Crawford	Michigan Association of Counties
Lt. Col. Kriste Etue (Capt. Charles Bush, Alternate)	Department of State Police
Mr. Lloyd Fayling	Public Member, Senate Appointee
Ms. Suzan Hensel (Mr. Andy Goldberger, Alternate)	National Emergency Number Association
Chief Kay Hoffman	Michigan Association of Chiefs of Police
Mr. Paul Hufnagel	Michigan Professional Firefighters Association
Undersheriff Jim Hull (Lt. Frank Baker, Alternate)	Deputy Sheriff's Association
Mr. John Hunt	Public Member, Governor's Appointee
Mr. Dan Kearney	Michigan Public Service Commission
Tpr. Michael Moorman	Michigan State Police Troopers Association
Mr. Robert Struck (Mr. James Loeper, Alternate)	UP Emergency Medical Services Corporation
Chief Paul Trinko	Michigan Association of Fire Chiefs
MEMBERS ABSENT	
	REPRESENTING
Ms. Jeannine Benedict	Dept. of Labor and Economic Growth
Mr. Dale Berry	Michigan Association of Ambulance Services
Mr. Charles Nystrom	Public Member, House Appointee
Mr. Dave Piasecki	Telecommunications Association of Michigan
Mr. Scott Temple	Commercial Mobile Radio Service
STAFF SUPPORT	
	REPRESENTING
Ms. Harriet Miller-Brown	Department of State Police
Ms. Janet Hengesbach	Department of State Police

ROLL CALL

The Emergency Telephone Service Committee (ETSC) meeting was called to order by Sheriff Dale Gribler at 10:00 a.m.

OLD BUSINESS

A. Prepaid Reimbursement Issues

Ms. Kristen Smith represented the Attorney's General's office for today's presentation. Ms. Smith requested a closed session of only ETSC members and the staff of the State 9-1-1 Administrator's office. Mr. Crawford made a **MOTION** for closed session, Mr. Bawol supported, the **MOTION** carries by roll call vote. Following closed session, Captain Bush made a **MOTION** to return to open meeting, Chief Hoffman supported, the **MOTION** carries. The meeting was reconvened to the public at 10:40 a.m.

APPROVAL OF MINUTES

A **MOTION** was made by Mr. Hufnagel to approve the minutes of the March 20, 2007 ETSC meeting. Supported by Chief Hoffman, the **MOTION** carries.

CORRESPONDENCE

Sheriff Gribler noted the report of the Auditor General's recent audit of the CMRS funds was included in member's packets.

Ms. Miller-Brown introduced Mr. Greg White of the MPSC. He has been assisting Ms. Miller-Brown with recent work of SB 410/411.

She also introduced Ms. Gina Rosendall. Ms. Rosendall is the newest addition to the State 9-1-1 Administrator's office as Departmental Analyst. Her first day is Monday July 9, 2007.

It was also noted that Mr. Miles Handy II has been appointed as Speaker of the House appointee to the ETSC. He is currently supervisor from Redford Township.

Ms. Colleen DeMars of the Genesee County 9-1-1 was introduced and presented with a certificate from the ETSC in recognition of being selected the National APCO 2007 Telecommunicator of the Year. Mr. Fayling made the presentation and paid tribute to Ms. DeMars in appreciation of her dedicated work to the citizens of Genesee County and the state of Michigan.

Sheriff Gribler announced that Mr. Nystrom submitted a resignation of his seat to the Speaker of the House on May 11, 2007.

OLD BUSINESS (continued)

B. ETSC Term Expiration Appointments

Chair Gribler gave a brief update of the member appointments to the ETSC. Mr. Temple and Mr. Hunt have made application to the Governor's office for reappointment. They have not received any response to these requests as of yet. As previously reported, Mr. Nystrom has resigned from the ETSC and Mr. Handy has been appointed in his place.

C. Letter in regard to ETSC concern of inclusion to Funding Coalition Proposal

Chair Gribler reminded the members that at the ETSC meeting in March, a motion was to direct a letter to the Public Safety Funding Coalition suggesting that any modifications to the 9-1-1 surcharge recommendations could jeopardize the implementation of the P.A. 249 of 2006 Report objectives.

Chair Gribler and Ms. Miller-Brown have been involved with the Funding Coalition meetings. They made a request to this group that the ETSC be eliminated from that coalition. As a result they are no longer included in discussions and a letter will not be written.

NEW BUSINESS

A. A T & T/Verizon Invoices

A T & T submitted two invoices this quarter each in the amount of \$130,237.44. This was a result of the March ETSC meeting a day prior to the MPSC meeting so the invoices were approved by the MPSC following the March ETSC meeting. Verizon submitted an invoice \$168,485.61. All invoices were submitted to the State 9-1-1 Administrator's office from the Michigan Public Service Commission for approval from the ETSC. Mr. Goldberger made a **MOTION** to approve the invoice from Verizon, Mr. Bawol supported. The **MOTION** carries.

B. HB 4852

Ms. Miller-Brown updated the members on the recent activity of this bill. This is a separate surcharge to the one proposed in SB 410/411. If passed, it will add \$1.35 per month to each service user. It is labeled as a public safety charge. Currently it is being heard in the Appropriations Committee with hearings scheduled for this week. SB 410/411 has also been assigned to Appropriations. Ms. Miller-Brown will participate in the hearings to provide data if requested.

C. HB 4726

This is similar to HB 6189 introduced one year ago. This bill is proposes a .10 service charge on each telephone line to support 2-1-1. 2-1-1 is a service available to citizens to access information regarding critical health and human services in their community by dialing 2-1-1. Last year the ETSC took the position that 2-1-1 is a good program but should be in statutes relating to health and human services, not 9-1-1. Chair Gribler recommended the ETSC refrain from action until SB 410/411 are through the legislative process before sending a letter to the bill's sponsor.

CMRS SUBCOMMITTEE REPORT

A. Review of Invoices

There were no invoices submitted as the deadline for submission of invoices for cost recovery to providers was December 31, 2006.

Ms. Miller-Brown advised there is a balance of approximately \$13m in the CMRS fund.

LEGISLATIVE ACTION SUBCOMMITTEE REPORT

A. Update on SB 410/411

Ms. Miller-Brown updated members that SB 410/411 has passed the Senate and is now in the House Appropriations. MPSC is the lead agency on these bills. Ms. Miller-Brown has been working with Mr. Greg White who is assisting her negotiating through the legislative process.

The bills are expected to be heard in committee this week. Ms. Miller-Brown has given testimony and is prepared to give additional testimony or answer any questions if her presence is again requested by legislators. She reviewed the following changes that have been made since the original bills were presented to the Legislature.

Synopsis of SB 410:

- Adds new needed definitions
- Included Two-tiered system recommended by the ETSC
- State 9-1-1 surcharge is 19-cents (not 25-cents)
- Common network fund largely removed (hence drop to 19-cents)
- Funds remain payments for delivery of wireless 9-1-1 to PSAP (provision in SB 411)
- Technical surcharge remains in place
- Allows for administrative findings by commissioners to modify 9-1-1 plans
- Prepaid included with two methods (Active accounts and ARPU-based on total monthly sales)
- Reduction after ten lines (one surcharge for each 10 lines thereafter)
- Adjustment of statewide surcharge in first two years by MPSC (consultation with ETSC)
- MPSC to approve initial county surcharges
- Process for counties to submit documentation by Sept. 15, 2007. (She discussed the period of time and process the counties will have to go through to open their plan once these bills are passed)

Synopsis of SB 411:

- MLTS through rule making by MPSC, with consult and recommendations of the ETSC

- Provides for distribution percentages as follows:
 - 82.5% - To counties distributed on a 40% equally and 60% by per capita basis
 - 7.75% - To fund 9-1-1 network costs for delivery of wireless calls to PSAPs
 - 6.0% - To 9-1-1 training program
 - 3.75% - To fund state 9-1-1 office/services
- 2% collection for providers
- Ten million for initial IP-911 capital reserve removed, but 500K for feasibility study remains
- Cost for wireless delivery as provided for in MPSC U-14000 is included to the PSAP
- Administrative Rulemaking for training, PSAP standards/protocols, and fund use given to MPSC based on advice and consult of the ETSC
- Moves CMRS monies to new fund (unknown how much will remain)
- ETSC to develop a voluntary informal dispute resolution process in regard to 9-1-1 issues

Additional Issues brought to legislatives parties attention:

- Future IP needs - legislation should recognize this direction, not in statute.
- Outstanding liabilities on the CMRS funds totaling (potentially \$4.8 million)

POLICY SUBCOMMITTEE REPORT

A. By-Law update

At the March ETSC meeting, the Policy Subcommittee Chair made a recommendation to the ETSC that the By-laws be updated to reflect the addition of a CMRS representative to the ETSC Executive Committee. Mr. Goldberger made a **MOTION** to accept the By-laws with this change, Mr. Crawford supported. The **MOTION** carries.

CERTIFICATION SUBCOMMITTEE REPORT

A. Updates on county compliance reviews

Alpena County

Based on the second on site visit by the compliance review team, funds that were frozen have since been released as Alpena officials have brought their center up to compliance. They are moving ahead based on recommendations made by the compliance review team. A preliminary memo has been mailed to Chair of the Board of Commissioners. A final report by the compliance review team will be complete in September 2007.

Calhoun County

The on site visits have been completed. All three PSAPs in this county are operating in compliance. A final report of the review will be forthcoming.

Newaygo County

The on site review has been scheduled for Friday July 27, 2007.

Crawford County

This is the next county that was chosen for a *random* review. The on site visit will be scheduled in early fall 2007.

B. Annual Report to the Legislature/8th Year Certification

The packets were mailed out to County Coordinators on May 14, 2007 with reminders being mailed out on June 19, 2007. The packets are due in the State 9-1-1 Administrator's office on Friday June 29, 2007.

C. Annual Supplemental Questionnaire

The Certification Subcommittee requested that the State 9-1-1 Administrator's office send out a questionnaire based on questions directed to the subcommittee attention's from organizations ranging from the FCC, AG office and various county coordinators. The questionnaire is requesting information relative to the improvement of communications between various emergency services. It is voluntary to complete but requested to be

returned to State 9-1-1 Administrator's office on Friday July 27, 2007. There was some question as to why the State 9-1-1 Administrator's office has taken on this task. Chair Gribler and Vice Chair Charon both agreed this is good information to collect and that it is these types of issues that Ms. Miller-Brown receives requests about quite frequently.

D. Certification for 2nd quarter wireless funds

Mr. Charon made a **MOTION** that all 82 counties and 4 Wayne County Service Districts be certified for 2nd quarter wireless funds, Mr. Goldberger supported. The **MOTION** carries.

EMERGING TECHNOLOGY SUBCOMMITTEE REPORT

A. Developing Telematics

Ms. Miller-Brown met with OnStar officials on March 20 about priority access project. A question and answer informational sheet for PSAPs was developed. A draft standard protocol document will be developed and reviewed by the Emerging Technology subcommittee. This would be a document the ETSC would endorse that would be directed to the PSAP and telematics community as a guideline for telematics access to 9-1-1 PSAPs. Mr. Hunt briefly discussed this new feature.

Mr. Hunt also volunteered to Chair the Emerging Technology Subcommittee.

DISPATCHER TRAINING SUBCOMMITTEE REPORT

A. Dispatcher Training work group update

The draft white paper was introduced to the Dispatcher Training Subcommittee for review. Based on suggestions from the Subcommittee members, work group members are in the process of making changes and updates to the document. The draft white paper will be ready for review in September.

B. Refund of Unspent Training Monies

Letters were mailed to 29 centers that were identified as having 2001 and 2002 unspent dispatcher training monies. Twelve centers have refunded approximately \$24,000, two centers in the process of refunding 2001/2002 training monies. Four centers are in the process of updating and completing an ETSC-510 form, seven centers were able to account for 2001 and 2002 training monies, therefore the refund of monies was not necessary. Four centers have not responded to mailings, the next step will be notification by phone.

STATE 9-1-1 ADMINISTRATORS REPORT

Ms. Miller-Brown has been assisting the 9-1-1 coordinator of Gogebic County in resolution in the routing of wireless 9-1-1 calls to a tower in Iron County, Wisconsin. Iron County has been receiving a number of wireless 9-1-1 calls on a tower on the Iron County's east side from citizens with emergencies in western Gogebic County. Iron County is not providing Phase I or Phase II services, but will not give the wireless provider permission to route the sector to Gogebic County's PSAP (Negaunee Regional Dispatch [NARD]). Because of the equipment at the Iron County PSAP, the Michigan calls could not be transferred directly to NARD. The wireless provider has offered to pay for equipment to "hot button" the calls to the NARD, this will speed up the process of call transfer. She believes this can serve as a temporary fix until a solution can be found. However, she will continue gathering information on the call volume and the impact on the Michigan citizens. Ms. Miller-Brown will work collaboratively with Gogebic and Iron Counties to pursue a resolution and provide the citizens of Michigan with the Phase II wireless service.

PUBLIC COMMENT

None

NEXT MEETING

The next ETSC meeting will be held at 10:00 a.m. on Tuesday September 18, 2007. The location will be announced. Sheriff Gribler thanked NENA for the refreshments provided for today's meeting.

ADJOURN

Chair Gribler made a **MOTION** to adjourn the meeting, Mr. Goldberger supported. The **MOTION** carries. The meeting was adjourned at 12:00 noon

Approved,

SHERIFF DALE GRIBLER, CHAIR



EMERGENCY TELEPHONE SERVICE COMMITTEE
Michigan National Guard Headquarters
Lansing, Michigan
September 18, 2007
10:00 a.m.

MEETING MINUTES

MEMBERS PRESENT	REPRESENTING
Sheriff Dale Gribler, Chair	Michigan Sheriffs' Association
Mr. John Bawol, Vice Chair	Assn. of Public Safety Comm. Officials
Ms. Jeannine Benedict	Dept. of Labor and Economic Growth
Mr. Dale Berry	Michigan Association of Ambulance Services
Mr. Hugh Crawford	Michigan Association of Counties
Lt. Col. Kriste Etue	Department of State Police
Mr. Lloyd Fayling	Public Member, Senate Appointee
Mr. James Fyvie (Alternate)	Michigan Communications Directors Assoc.
Ms. Suzan Hensel Clark	National Emergency Number Association
Mr. Paul Hufnagel	Michigan Professional Firefighters Association
Undersheriff Jim Hull	Deputy Sheriff's Association
Mr. John Hunt	Public Member, Governor's Appointee
Mr. Dan Kearney	Michigan Public Service Commission
Tpr. Michael Moorman	Michigan State Police Troopers Association
Mr. Dave Piasecki	Telecommunications Association of Michigan
Mr. Robert Struck (Mr. James Loeper, Alternate)	UP Emergency Medical Services Corporation
Mr. Scott Temple	Commercial Mobile Radio Service
Chief Paul Trinka	Michigan Association of Fire Chiefs

MEMBERS ABSENT	REPRESENTING
Mr. John Buczek	Fraternal Order of Police
Mr. Miles Handy II	Public Member, House Appointee
Chief Kay Hoffman	Michigan Association of Chiefs of Police

STAFF SUPPORT	REPRESENTING
Ms. Harriet Miller-Brown	Department of State Police
Ms. Janet Hengesbach	Department of State Police

ROLL CALL

The Emergency Telephone Service Committee (ETSC) meeting was called to order by Chair Dale Gribler at 10:00 a.m.

APPROVAL OF MINUTES

A **MOTION** was made by Mr. Hufnagel to approve the minutes of the June 26, 2007 ETSC meeting. Supported by Chief Trinka, the **MOTION** carries.

CORRESPONDENCE

Chair Gribler requested that a moment of silence be observed for the recent passing of William Charon, Director of Ionia County Central Dispatch. It was noted that Ms. Miller-Brown made a donation to Mr. Charon's family on behalf of the ETSC.

Chair Gribler requested a **MOTION** for a resolution from the ETSC to the Department of Management and Budget to support Ms. Miller-Brown's attendance at the national conferences of APCO, NENA, NASNA, TDC, and NENA goes to Washington DC. Undersheriff Hull made the **MOTION**, Mr. Hunt supported. Ms. Miller-Brown explained there is currently a moratorium on out-of-state travel for any state employees. The State 9-1-1 Administrator's office is funded through state restricted funds and able to support these expenses through their budget. Following discussions, the **MOTION** carries.

Chair Gribler presented a plaque to Mr. Charles Nystrom for his years of service and contributions to the ETSC as the House of Representatives appointee.

OLD BUSINESS

A. Prepaid Reimbursement Issues

Ms. Kristen Smith represented the Attorney's General's office for a quarterly update regarding pending litigation with Tracfone, Omnipoint Holdings and Virgin Mobile. Ms. Smith requested a closed session of only ETSC members. Ms. Hensel Clark made a **MOTION** for closed session, Mr. Bawol supported, the **MOTION** carries. The meeting was reconvened to the public at 10:30 a.m.

NEW BUSINESS

Chair Gribler updated the members regarding changes on 3 ETSC subcommittees: Mr. Piasecki will serve on the Legislative Action Subcommittee and Certification Subcommittee replacing Mr. Steve Berenbaum. Chief Trinka has volunteered to serve on the Dispatcher Training Subcommittee replacing Mr. Nystrom and Ms. Hensel Clark has volunteered to be Interim Chair of the Certification Subcommittee.

Also as a result of the sudden passing of Mr. Charon, it is necessary that the Vice Chair position be filled. Chair Gribler requested any members of the ETSC that were interested to contact him. With a **MOTION** from Chair Gribler and support from Tpr. Moorman, Mr. Bawol was selected as Vice Chair of the ETSC until the regular elections are held at the December meeting.

A. 2008 Meeting Dates

Chair Gribler announced the dates for the 2008 ETSC meetings are as Tuesday, March 18, Tuesday, June 24, Tuesday, September 16, and Tuesday, December 9.

CMRS SUBCOMMITTEE REPORT

A. Review of Invoices

There were no invoices submitted as the deadline for submission of invoices for cost recovery to providers was December 31, 2006.

LEGISLATIVE ACTION SUBCOMMITTEE REPORT

A. Summary on SB 410/411

Ms. Miller-Brown updated members regarding the current status of SB 410 and 411. The bills have passed from the House Appropriations and will now be heard in the House. Currently there is no date set which these bills will be heard and voted on in the House.

SB 410 and 411 were released from the House with differences from SB 410/411 as passed by the Senate. Ms. Miller-Brown outlined the differences as follows:

- State 9-1-1 Surcharge from SB 410 of .19 cents is increased to .81 cents. A 9-1-1 fund is established for the receipt of surcharge funds, then divided into two accounts – 9-1-1 account and the public safety fund account.

- The House substitutes for 410 and 411 change the method of remittance to counties of their local surcharges. It will increase the administrative costs to the state to track and distribute the funds to the counties. It may also delay the receipt of funds by the counties and may make the state responsible for compliance. It also places the state in position of financial responsibility to the counties for local surcharges.
- The adjustability of the .19 cents in the original senate bills is no longer in the substitute. The .81 cents is a "fixed" amount for the duration of the bill. The original bill made the .19 cents adjustable (not lower than .15 cents and no higher than .25 cents)
- Prepaid is changed from the two options (sales-based and account-based), for collections and remittance to retailer collection only. This puts the burden on Treasury and the retailers, internet sales and "charge-up" 800 numbers can circumvent the system, may be difficult to track and enforce, and creates disparity in that prepaid surcharges can be "shopped". The money from prepaid county-based collection at the retail level has no bearing on the phone's area of use, prepaid money is directed to the State 911 fund, from the fund it is divided up to the two accounts.
- Changes in deadlines. Deadlines for the MPSC filings for the counties initial surcharges were changed to October 15 with determinations due by November 1, 2008. This is two weeks less than in the original SB 410. The surcharge is also effective on January 1, 2008. The providers will need to be given adequate time to modify their billing processes once a bill is enacted.
- MPSC considerations for review of surcharge requests. In the original SB 410 the MPSC's consideration for increased surcharge revenues included "documented needs and historical expenditures" in relationship to the ETSC's Allowable and Disallowable Expenditure list. The "documented needs and historical expenditures" language has been removed from the substitute bill.

Sen. Bruce Patterson recently introduced SB 679 to extend the sunset until December 31, 2008. The bill does not include Section 484.1401 (15) that extends the sunset on the operational and technical charges.

Ms. Miller-Brown updated the members regarding the meetings she hosted throughout Michigan during August. The meetings discussed the process and the forms that have been developed for counties to complete requesting surcharge increases through the MPSC. The sessions included county officials, PSAP directors/coordinators and any others that will be involved in surcharge increase process. Ms. Miller-Brown has offered to do pre-reviews of the packets prior to counties' submission to the Michigan Public Service Commission.

As in the past, she will keep the ETSC members updated when changes in the legislation occur.

POLICY SUBCOMMITTEE REPORT

Mr. Berry had no report

CERTIFICATION SUBCOMMITTEE REPORT

A. Updates on county compliance reviews

Alpena County

A preliminary letter was sent to county officials in June. A final report from the Certification Subcommittee will be presented at the December ETSC meeting.

Calhoun County

A preliminary letter was sent to county officials earlier this month. The financial records at the 3 PSAPs in this county are in compliance with statute. Specific recommendations will be forthcoming with regard to policy, personnel, and training issues. A final report from the Certification Subcommittee will be presented at the December ETSC meeting.

Newaygo County

A preliminary letter was sent to county officials earlier this month. The site visit was made on July 27. The compliance review team found that the county does not credit the Central Dispatch operation the interest that it receives on investments of 9-1-1 funds. A recommendation was made during the site visit that a new line item is created to direct the interest monies back to Central Dispatch. Also found was the terms of agreement for the space that a Central Dispatch rent has not been spelled out specifically. A recommendation was made that some formal action should be taken to outline the parameters of the space that Central Dispatch rents for its operation. A final report from the Certification Subcommittee is expected to be completed in March 2008.

Crawford County

Preliminary documents have been received by the State 9-1-1 Administrator's Office and forwarded to compliance review members. The on site visit will be scheduled in early 2008.

B Certification for 3rd Quarter wireless funds

Ms. Hensel Clark made a **MOTION** that all 82 counties and 4 Wayne County Service Districts be certified for 3rd quarter wireless funds, Mr. Fyvie supported. The **MOTION** carries.

EMERGING TECHNOLOGY SUBCOMMITTEE REPORT

A. Developing Telematics

The Emerging Technology subcommittee met via conference call on August 27. They are in the final stages of developing a recommended guideline for Telematics. Mr. Hunt advised the document will be presented at the December ETSC meeting.

The tour of the OnStar facility is scheduled for September 25. The tour will take approximately 2 hours and if any members are interested they are to contact John Hunt.

DISPATCHER TRAINING SUBCOMMITTEE REPORT

A. Dispatcher Training work group update

The Dispatcher Training work group is scheduled to meet via conference call for final revisions to draft white paper. The document will then be distributed to the Dispatcher Training Subcommittee members with discussion and review on October 22.

B. 2008 Dispatcher Training Distribution Process

The Dispatcher Training Subcommittee met on September 10 to review the forms for the 2008 distribution process. The packets are tentatively scheduled to be mailed to all Michigan Primary PSAPs on Monday November 26. These documents are to be returned to the State 9-1-1 Administrator's office no later than 4:00 p.m. Friday February 1, 2008.

C. Refund of Unspent Training Monies

As of this date, approximately \$32,000.00 has been received and redeposited into the dispatcher training fund. This represents unspent 2001 and 2002 training monies from 25 PSAPs in Michigan. This money will be redistributed to PSAPs in their November 2007 distribution.

Tpr. Moorman made a **MOTION** to certify payment of the November 2007 dispatcher training fund distribution. Mr. Bawol supported, The **MOTION** carries.

It was discovered that the Livonia Police Department had listed a MCOLES sworn officer on the ETSC 101W. This was recently brought to the attention of the Dispatcher Training Subcommittee. Consequently a reduction in their May 2007 distribution and upcoming November 2007 distribution will be necessary. Moorman made a **MOTION** to amend Livonia PD's FTE count from 11 to 10. Hensel Clark supported, the **MOTION** carries.

It was also discovered that the Oakland County Sheriff Department listed a dispatcher twice on the 2007 101W. and was also brought to the attention of the Dispatcher Training Subcommittee. Consequently a reduction in their May 2007 and upcoming November 2007 distribution will be necessary. Tpr. Moorman made a **MOTION** to amend from the Oakland County Sheriff Department's FTE count from 41 to 40. Mr. Crawford supported. The **MOTION** carries

STATE 9-1-1 ADMINISTRATORS REPORT

Ms. Miller-Brown updated the members regarding the activities of her office. This includes working with officials regarding SB 410 and 411, meeting with staff members of the Michigan Public Service Commission, preparing documents in advance of possible passage of SB 410 and 411, presentations at the Institute of Public Utilities in July, the Michigan Association of Counties in August. Upcoming presentations and updates include the Michigan APCO Fall Conference and the Michigan Sheriff's Association. Ms. Miller-Brown's counterpart in Tennessee continues to work on the draft documentation to the FCC with regard to non-initialized phones. It was also noted that Ms. Gina Rosendall has been working with DIT to update the ETSC web site. It should tentatively be completed by October 1. The Annual Report to the Legislature was hand-delivered on Thursday, August 30 to the Governor's Office and appropriate members of Legislature.

PUBLIC COMMENT

There was no public comment at today's meeting.

Chair Gribler thanked NENA for the refreshments provided for today's meeting.

NEXT MEETING

The next ETSC meeting will be held at 10:00 a.m. on December 11, 2007. The location will be announced.

ADJOURN

Chair Gribler adjourned the meeting at 11:30 a.m.

Approved,



SHERIFF DALE GRIBLER, CHAIR



**EMERGENCY TELEPHONE SERVICE COMMITTEE
Clinton County RESA
St Johns, Michigan
December 11, 2007
10:00 a.m.**

MEETING MINUTES

MEMBERS PRESENT	REPRESENTING
Sheriff Dale Gribler, Chair	Michigan Sheriffs' Association
Mr. John Bawol, Vice Chair	Assn. of Public Safety Comm. Officials
Ms. Jeannine Benedict (via conference bridge)	Dept. of Labor and Economic Growth
Mr. Dale Berry (via conference bridge)	Michigan Association of Ambulance Services
Mr. Hugh Crawford (via conference bridge)	Michigan Association of Counties
Lt. Col. Kriste Etue (via conference bridge)	Department of State Police
Mr. Lloyd Fayling	Public Member, Senate Appointee
Mr. James Fyvie	Michigan Communications Directors Assoc.
Ms. Suzan Hensel Clark (Mr. Andy Goldberger, Alternate)	National Emergency Number Association
Chief Kay Hoffman	Michigan Association of Chiefs of Police
Undersheriff Jim Hull	Deputy Sheriff's Association
Tpr. Michael Moorman	Michigan State Police Troopers Association
Mr. Dave Piasecki	Telecommunications Association of Michigan
Mr. Robert Struck (Mr. James Loeper, Alternate) (via video conference)	UP Emergency Medical Services Corporation
Mr. Scott Temple	Commercial Mobile Radio Service
Chief Paul Trinka (via conference bridge)	Michigan Association of Fire Chiefs
MEMBERS ABSENT	REPRESENTING
Mr. John Buczek	Fraternal Order of Police
Mr. Miles Handy II	Public Member, House Appointee
Mr. Paul Hufnagel	Michigan Professional Firefighters Association
Mr. John Hunt	Public Member, Governor's Appointee
Mr. Dan Kearney	Michigan Public Service Commission
STAFF SUPPORT	REPRESENTING
Ms. Harriet Miller-Brown	Department of State Police
Ms. Janet Hengesbach	Department of State Police

ROLL CALL

The Emergency Telephone Service Committee (ETSC) meeting was called to order by Chair Dale Gribler at 10:00 a.m.

APPROVAL OF MINUTES

A **MOTION** was made by Mr. Fayling to approve the minutes of the September 18, 2007 ETSC meeting. Supported by Chief Hoffman, the **MOTION** carries.

CORRESPONDENCE

None

OLD BUSINESS

A. Prepaid Reimbursement Issues

Ms. Kristen Smith represented the Attorney's General's office for a quarterly update regarding pending litigation with Tracfone, Omnipoint Holdings and Virgin Mobile. Ms. Smith reminded the members that the information she is sharing today is public information, but if the members have any questions, a closed session should be requested.

Since the last session, Virgin Mobile USA Partnership has served the state of Michigan with a complaint claiming they have erroneously submitted monies into the state of Michigan in the amount of \$919,748.00 from August 2002 – October 2005. The attorney general's office will file a motion to dismiss the lawsuit for failing to provide a notice of claim within a year of which they feel this payment was made.

If these cases were to prevail in the court system, the potential liability total would be approximately 1.2 million. The members had no questions following her update.

NEW BUSINESS

A. A T & T/Verizon Invoices

A T & T/Verizon submitted invoices totaling \$ 428,960.29 to the State 9-1-1 Administrator's office from the Michigan Public Service Commission for approval from the ETSC. Mr. Bawol made a **MOTION** to approve the invoices from A T & T/Verizon, Undersheriff Hull supported. The **MOTION** carries.

B. Election of Officers

Mr. Fayling made a **MOTION** nominating Sheriff Dale Gribler as Chair of the ETSC for 2008, Tpr Moorman supported. Undersheriff Hull made a **MOTION** that nominations for Chair are closed, Mr. Fyvie supported. The **MOTION** nominating Sheriff Gribler as Chair carries.

Chair Gribler read a letter from Tpr. Moorman nominating and supporting Mr. Bawol as Vice Chair of the ETSC, Tpr. Moorman went to make a **MOTION** supporting Mr. Bawol as Vice Chair, Mr. Temple supported.

Mr. Fayling made a **MOTION** to nominate and support Mr. Fyvie as Vice Chair of the ETSC, Mr. Goldberger supported.

	<i>Mr. Bawol</i>	<i>Mr. Fyvie</i>
Temple	Yes	
Benedict	Yes	
Etue	Yes	
Hull		Yes
Hoffman		Yes
Crawford		Yes
Trinka		Yes
Gribler		Yes
Moorman	Yes	
Goldberger		Yes
Fayling		Yes
Piasecki	Yes	
Loeper	Yes	

Following a roll call vote, Mr. Fyvie was elected as Vice Chair of the ETSC for 2008.

CMRS SUBCOMMITTEE REPORT

A. Review of Invoices

There were no invoices submitted as the deadline for submission of invoices for cost recovery to providers was December 31, 2006.

LEGISLATIVE ACTION SUBCOMMITTEE REPORT

A. Summary on SB 410, 411, 679, and 815

Ms. Miller-Brown updated members regarding the current status of SB 410 and 411.

SB 815/679, which extends the sunset of the current statute to February 29, 2009, moved through the Senate to the House. SB410/411 is expected to be brought for a vote in the House of Representatives this Wednesday in the same form as when they originally came out of the Senate. The sunset recommendation in these bills is December 31, 2011. Ms. Miller-Brown has been invited to Wednesday's House session in case she is needed to answer questions. It is encouraged that PSAP directors/coordinators also attend the session.

The ETSC directed Ms. Miller-Brown to draft a letter to the legislators supporting 410/411 in its original format. Mr. Fyvie made a **MOTION** for Ms. Miller-Brown to author and sign on behalf of the ETSC supporting SB410/411 in its original form. Undersheriff Hull supports, The **MOTION** carries. Mr. Temple, Mr. Piasecki and Lt. Col. Etue abstained. The letter will be completed and presented during Wednesday's House session. Ms. Miller-Brown will provide the members with a copy of the final letter.

POLICY SUBCOMMITTEE REPORT

Mr. Berry had no report for today's meeting.

Sheriff Gribler advised there was a request from other ETSC members to view today's meeting by video conference. It is currently only offered in that format to the UP representative of the ETSC because of the travel time and costs. Sheriff Gribler requested that Mr. Berry take this to his committee to develop a policy regarding video conferencing for ETSC members. Mr. Berry will report his findings at the March meeting.

CERTIFICATION SUBCOMMITTEE REPORT

A. Updates on county compliance reviews

Alpena County

The review team will be scheduling an additional on site visit to Alpena within 18 months of the approval of the final report. There are still some significant issues to assist this county with their 9-1-1 operations Undersheriff Hull made a **MOTION** to approve the final Alpena County report, Chief Hoffman supported. The **MOTION** carries.

Calhoun County

Team members provided their notes to Ms. Miller-Brown to draft this report as there was additional research that was needed in order to complete the report. The Certification Subcommittee recommends approval of this report. Tpr. Moorman made a **MOTION** to approve the final Calhoun County report, Mr. Bawol supported, the **MOTION** carries.

Newaygo County

The final report will be complete either by March or June meeting.

Crawford County

An initial meeting with the compliance review team has been scheduled for February 15. The on site visit may be scheduled at that time.

No other counties have been chosen for compliance reviews at this time because of the extensive work in the State 9-1-1 Office with SB 410/411.

B. Certification for 4th Quarter wireless funds

Mr. Fayling made a **MOTION** that all 82 counties and 4 Wayne County Service Districts be certified for 4th quarter wireless funds, Chief Hoffman supported. The **MOTION** carries.

EMERGING TECHNOLOGY SUBCOMMITTEE REPORT

A. Developing Telematics

The subcommittee has finalized a recommended guideline for Telematics Service Providers. This gives telematics providers and PSAPs a common platform to work with. The Emerging Technology subcommittee is making recommendation this document be approved. Mr. Bawol made a **MOTION** to support this document, Tpr. Moorman supported. The **MOTION** carries. Ms. Miller-Brown noted that VoIP relay recommendations that are coming out from NENA. She will be discussing this further during the NENA TDC conference in Nashville, TN next month.

DISPATCHER TRAINING SUBCOMMITTEE REPORT

A. 2008 Dispatcher Training Distribution Process

The packets were mailed to all Michigan PSAPs on November 30, 2007. All required documents are included in the packets/CD. Documents are to be returned to the State 9-1-1 Administrator's office no later than 4:00 p.m. on Friday February 1, 2008. A date has not been set to review the packets, but it will be 10 days to 2 weeks following that date to leave enough time if any PSAPs want to appeal the decision of the Dispatcher Training Subcommittee to the ETSC at the March meeting.

B. Dispatcher Training work group update

Tpr. Moorman made a presentation reviewing the white paper, noting timelines and key points. Following review of the presentation, extensive discussion with the members and interested members of the 9-1-1 community took place. Mr. Berry made a **MOTION** to accept the document for approval, Undersheriff Hull supported. Mr. Goldberger followed with a **MOTION** to table this discussion until others can review the document. Ms. Benedict supported. Following a voice vote, the **MOTION** carries approving the Recommendation for Minimum Training Standards in the State of Michigan document.

STATE 9-1-1 ADMINISTRATORS REPORT

Ms. Miller-Brown updated members regarding the activities happening in her office. She has been working with counties regarding their MPSC filings. There are still some re-reviews, they will be addressed as time allows. The revised web site is up and running. Any suggestions, please contact her office. At the recent NASNA meeting in October, the organization received a grant to work with a contractor to develop a model state 9-1-1 plan. Also at that meeting, the members of NASNA passed a resolution disagreeing with Tracfone supporting the retail point of sale as the only method of collecting 9-1-1 surcharge. Ms. Miller-Brown has also given presentations to MSA, the MCDA new director's school, the CJIS policy council, and various informational meetings regarding the changes in the legislation as it relates to SB 410/ 411

PUBLIC COMMENT

Mr. Fyvie noted that MCDA and Mr. Joe VanOosterhout from Marquette County is in the process of developing a directors program for professional training for 9-1-1 directors.

Mr. Bob Currier representing NENA, made a request to share the Minimum Training Standards document, once the document is finalized, as a resource to other states as others around the US are looking for training guidelines. The members approved the request.

Chair Gribler thanked NENA for the refreshments provided for today's meeting.

NEXT MEETING

The next ETSC meeting will be held at 10:00 a.m. on March 18, 2008. The location will be announced.

ADJOURN

Chair Gribler adjourned the meeting at 11:35 a.m.

Approved,

A handwritten signature in black ink, appearing to read "Dale Gribler". The signature is written in a cursive style with a large initial "D".

SHERIFF DALE GRIBLER, CHAIR

Policy F: Wireless 9-1-1 Location Accuracy PSAP Policy

It is the recommendation of the ETSC that Michigan's Wireless PSAPs develop internal policies and operational procedures to oversee the accuracy of wireless 9-1-1 location data.

Recognizing that each PSAP has varied operational procedures and levels of resources, it is strongly urged that PSAPs develop an internal policy within the framework of the individual PSAP to verify Phase II wireless 9-1-1 ALI information.

Inconsistencies in wireless 9-1-1 locations should be reported in writing to the proper wireless providers. Unresolved accuracy issues should be referred to the State 9-1-1 Administrator.

Michigan Guide for VoIP Deployment
12-14-05

- 1) A county has option to use wireless ESN, or VoIP ESN, or Existing landline ESNs for its VoIP call boundary-routing:
 - a. The VoIP implementation will be determined on a county-wide (or Wayne County Service District) basis. What method determined will be used by all the PSAPs in a county or Wayne County Service District.
 - b. Each county should advise the State-wide 9-1-1 Administrator's Office of the boundary/routing-ESN method selected and update the State 9-1-1 Administrator of any changes.
 - c. If existing landline ESNs are used the submission of shape files is required.
 - d. In the event that existing landline ESNs are utilized, accurate ELT information for those ESNs will be provided, including emergency responder information.
 - e. On the basis of available technology, if a county uses a wireless or single landline VoIP ESN for initial deployment, that county may reserve the right to switch within a 24-month period to the use of existing landline ESNs at no cost to the county.
 - f. If shape files are provided, the VoIP provider will:
 - i. Be responsible for any costs related to the maintenance of those files
 - ii. Be responsible for a system of updates to those files
 - iii. Enter into NDA agreements as needed by the local units of governments to protect proprietary information
 - iv. Continue to use the existing landline MSAG for address verification
- 2) 9-1-1 delivered through the native 9-1-1 network for all PSAPs – PSAPs are not required to make upgrades to their existing systems, this includes CPE, trunks from the router to the PSAPs, and computer aided dispatch systems (CAD).
- 3) MSAG validation for VoIP 9-1-1 is required. Address verification of the VPC will include the use of the Master Street Address Guide (MSAG) as developed and maintained by the PSAP for which the calls are being routed to.
- 4) Deployment testing schedule. A schedule for testing each PSAP within a county will be coordinated between the VoIP provider (or their VPC) and the county 9-1-1 coordinator or designee.
- 5) Trouble reporting system must be put in place prior to deployment
 - a. Single point of contact for each VPC provider serving VoIP providers is to be provided to the PSAP and the State 9-1-1 Office.
 - b. Network operations center (NOC) 24x7 number provided to PSAPs
 - c. The trouble reporting system must contain clear and succinct instructions for PSAP personnel.
 - d. Corrections and updates to the MSAG and customer are done in compliance with the Michigan statute under MCL 484.1316 (corrections within one business day).

**Michigan ETSC Recommended Guideline for
Telematics Service Provider 9-1-1 Trunk**

10/16/07

This document is designed as guide for public safety answering points (PSAPs) and telematics service providers (TSPs) for the process of TSP access to PSAP 9-1-1 systems.

A) General:

1. The Associated Public Safety Communications Officials - International (APCO) "Recommended Best Practices – Telematics Call Processing" (www.apcointl.org/about/Telematics/TSPFinal.pdf) should be followed by TSPs and public safety answering points (PSAPs).
2. Emergency calls from a telematics-subscribing vehicle may be initiated by either the manual depression of a button on the telematics unit or the indication of deployment of an automatic/advanced automatic crash notification sensor in the vehicle (e.g., airbag deployment, vehicle roll over, multiple collisions, etc.).
3. The TSP shall use the location data of the vehicle for routing the call to the PSAP.
4. Automatic Crash Notification (ACN) and Advanced Automatic Crash Notification (AACN) data will not be automatically "pushed" to the PSAP with the emergency call unless the PSAP has given prior approval to receive such data, and the data conforms to the NENA and/or APCO "ALI" standards.

B) Pre-Deployment:

1. Any call routing design involving 9-1-1 trunks will only be deployed with the prior written approval of the respective public safety answering point (PSAP) "decision maker" (i.e., the person/entity or agency delegated with the authority to formulate PSAP policies and direct PSAP operations), using the ESN designated by the PSAP.
2. PSAPs will not be required to make upgrades to their existing 9-1-1 systems to accept the Telematics emergency call delivery methodology. This includes PSAP customer premises equipment (CPE), 9-1-1 trunks from the local 9-1-1 Selective Router to the PSAP, and computer aided dispatch systems (CAD).
3. Call-associated data shall be made available to PSAPs capable of receiving and displaying the information, and will comply with National Emergency Number Association (NENA) ALI guidelines for VoIP/9-1-1 calls. In addition:
 - a) For an in-progress call, a call back number that can be used to reestablish voice connectivity with the affected vehicle shall be provided to the PSAP upon initial deployment of this call delivery methodology
 - b) Within 12 months of deployment of this call delivery methodology at the PSAP, the TSP provided vehicle location information (in Latitude/Longitude) shall be available for each in-progress call and used for the initial routing of the call to the PSAP.
4. A schedule for testing each PSAP choosing to, and capable of, deploying this call delivery design, will be coordinated between the TSP and the PSAP designee.
5. A trouble reporting procedure will be established by the TSP and will be provided to each PSAP upon deployment of the PSAP 9-1-1 trunk call delivery methodology.
6. Non-emergency calls requiring direction to/involvement of the PSAP will be routed to the designated 10-digit/administrative telephone number(s) as designated by the PSAP and communicated to the TSP's call center.

C) Call intake/processing:

1. Calls will be “pre-screened” by the telematics call center personnel to determine if an emergency situation exists (i.e., the call requires follow up by a public safety answering point [PSAP]), prior to routing the call to the PSAP via the PSAP’s 9-1-1 trunks. If the telematics call center personnel can not establish voice contact with the occupants of the vehicle, the delivery of the emergency call to the PSAP over PSAP 9-1-1 trunks should only be used if the telematics call center detects background noises or has crash sensor notification indicating the likelihood of an accident.
2. Calls will be transferred to the designated PSAP via the establishment of a 3-way conference call initiated by the telematics call center.
3. Telematics call center personnel will remain on the call for its duration.
4. The telematics call center will provide a “case number,” or incident/call tracking identifier code to the PSAP personnel during the call, for follow up use by the PSAP (e.g., in case voice contact with the vehicle is lost, or additional incident information is required).
5. It is recommended that the TSP call center personnel be trained to a recognized industry standard for taking emergency calls from the public.

D) Non-participating PSAPs

1. Non-emergency calls requiring direction to/involvement of the PSAP will be routed to the designated 10-digit/administrative telephone number(s) as designated by the PSAP and communicated to the TSP’s call center.
2. PSAPs that choose not to deploy this call delivery solution will continue to receive telematics emergency calls via the public switched telephone system (PSTN) to a 10-digit / telephone number(s) designated by the PSAP and communicated to the TSP’s call center.

Acronyms / Definitions:

ACN – Automatic Crash Notification (usually air bag deployment)

AACN – Advanced Automatic Crash Notification (indication of air bag deployment plus other crash-related sensor input if the vehicle is so equipped)

ALI – Automatic Location Identification

CAD – Computer Aided Dispatch

CPE – Customer Premises Equipment

Emergency Call – (Per the National Emergency Number Association “Master Glossary of 9-1-1 Terminology (NENA 00-001)” – “A telephone request for public safety agency emergency services which requires immediate action to save a life, to report a fire or to stop a crime. May include other situations as determined locally.”

ESN – Emergency Service Number

PSAP – Public Safety Answering Point

PSTN – Public Switched Telephone Network

Telematics – (Per the National Emergency Number Association “Master Glossary of 9-1-1 Terminology (NENA 00-001)” – “The system of components that supports two-way communications with a motor vehicle for the collection or transmission of information and commands.”

TSP – Telematics Service Provider

VoIP – Voice over Internet Protocol

Emergency Telephone Service Committee
BYLAWS
 Adopted 6/26/2007

1. The members entitled to vote on Committee business are the members designated in Section 713(1) of Public Act 79 of 1999 (hereafter 'the Act') or their designated representatives who shall be named in a letter from the member to the Chair of the Committee except that a member appointed under Section 713(1)(i) of the Act may not delegate his or her vote to any other person. A member appointed under Sec. 713(1)(i) may serve until replaced by his/her appointing authority.
2. The Committee shall elect one of its members to serve as chairperson and one as vice chairperson and both shall serve for a term of one year. The vice-chairperson shall be the presiding officer in the absence of the chairperson.
3. A quorum for the conduct of Committee business shall be a majority of the members designated and serving on the Committee.
4. A majority for adopting any action (except bylaws) by the Committee shall be a majority of the members present when an action is proposed and a quorum is present.
5. The rules of procedure for the Committee and any subcommittees shall be Roberts Rules of Order unless superseded by these bylaws.
6. Executive Committee. An Executive Committee of the ETSC is established for the purpose of the interpreting existing ETSC policy when it is not practical or timely to call the ETSC to order.
 - 6a. The proposed Executive Committee will not set ETSC policy, nor will it interpret the law.
 - 6b. The members of the Executive Committee shall be the following members of the ETSC:
 - The Director of the Department of State Police or his or her designated representative.
 - The President of the Michigan Sheriffs' Association or his or her designated representative.
 - The President of the Michigan Fire Chiefs Association or his or her designated representative.
 - The Executive Director of the Michigan Association of Ambulance Services or his or her designated representative.
 - The President of the Michigan Communications Directors Association or his or her designated representative.
 - The President of the Telecommunications Association of Michigan or his or her designated representative.
 - The representative of the Commercial Mobile Radio Service, as specified in MCL 484.1713(1)(s).
 - The current Chair of the ETSC, if that individual is not the representative of one of the above organizations.
 - The current Vice Chair of the ETSC, if that individual is not the representative of one of the above organizations.
 - 6c. Chair of the ETSC will serve as the Chair of the Executive Committee.
7. Subcommittees:
 - 7a. The chairperson of the Committee, with approval of the Committee, may establish subcommittees as needed and designate the subcommittee chair.
 - 7b. The Chairperson of a subcommittee must be a member of the Committee.
 - 7c. The Chairperson of the subcommittee, with the concurrence of the chairperson of the Committee, shall designate members serving on the subcommittee. Other than the

Chairperson, members of a subcommittee need not be Committee members. Individuals interested in serving on the subcommittee must submit a written request to the Chairperson of the subcommittee expressing such interest and stating any pertinent affiliations.

- 7d. Only duly designated members of a subcommittee may vote on issues before the subcommittee. The State E9-1-1 Coordinator is a non-voting member of all subcommittees of the Emergency Telephone Service Committee.
- 7e. A quorum must be present to hold an official meeting. A quorum shall consist of a simple majority of the designated members of the subcommittee.
- 7f. The subcommittee chair shall issue meeting minutes for each subcommittee meeting held, and shall forward such minutes, no later than 14 business days prior to the next scheduled Committee meeting, to the Committee Chair for distribution to the Committee.
- 7g. A member of a subcommittee may be removed if more than two subcommittee meetings are missed without prior written notice to the chairperson of the subcommittee.
- 7h. Membership of each subcommittee shall be reviewed annually by the Chair of the Committee and the chair of the subcommittee.
- 7i. A subcommittee shall make a report/recommendation to the Committee after the matter has passed with a majority vote of the subcommittee. The subcommittee chair, or the chair's designee, shall present the report/recommendation at the next scheduled Committee meeting or a special meeting duly called by the Committee Chair.
- 7j. A minority of the subcommittee can make a report/recommendation to the Committee after the subcommittee makes its report/recommendation to the Committee, but it cannot be acted on unless a Committee member makes a motion and gains support to substitute it for the report/recommendation of the subcommittee.

The agenda for each Committee meeting shall include a period when any member of the public may address the Committee, subject to relevancy and reasonable time limits.

Staff and administrative support for the Committee shall be coordinated by the Michigan State Police representative on the Committee, at the direction of the Chairperson and the Committee.

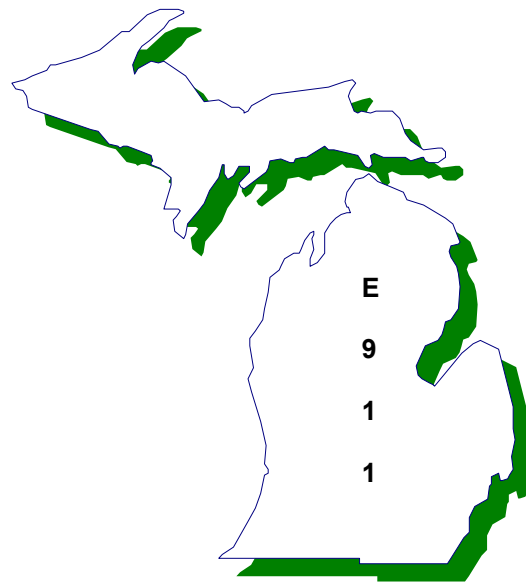
Any writing prepared, owned, used, in the possession of, or retained by the Committee shall be made available to the public in accord with the Freedom of Information Act (Act No. 442 of the Public Acts of 1976), unless specifically exempted by law.

Business of the Committee and any subcommittees shall be in compliance with the Open Meetings Act (Act No. 267 of the Public Acts of 1976).

The Chairperson of the Committee shall report two consecutive absences of any member and/or designated member to the appointing authority.

The bylaws may be amended by a majority of the members designated and serving on the Committee. Any proposed changes in the bylaws shall be presented to the committee of the whole at least 30 days prior to voting.

A Recommendation for
Minimum Telecommunicator Training Standards
in the State of Michigan



Compiled and Presented by the
Dispatcher Training Standards Workgroup
as adopted by the Emergency Telephone Service Committee

December 11, 2007

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I. Summary

Public Act 78 was enacted in 1999. This Act created a statewide 9-1-1 dispatcher training fund in Michigan through a one and a half-cent distribution of the wireless 9-1-1 surcharge. Since the inception of that fund the Emergency Telephone Service Committee (ETSC) has established a program of oversight for the training funds. Oversight of the fund includes; an application and distribution process, allowable and disallowable fund use criteria, recommendations to the Michigan Commission on Law Enforcement Standards (MCOLES) on the certification of courses, and Public Safety Answering Point (PSAP) accountability.

In March 2005, with the framework for a statewide program established, the ETSC Dispatcher Training Subcommittee brought forth a calling from the 911 community for the exploration of minimum basic training standards for telecommunicators in Michigan. The pursuit of this concept was approved with the passage of an ETSC resolution of support. Also included in this resolution was a future goal of telecommunicator certification. It was recognized and readily acknowledged that dispatch centers and PSAPs receiving and processing 911 calls in Michigan are the gateway to all comprehensive public safety services. Additionally, many of these dispatch centers and PSAPs provide access to other non-emergency services and resources that are essential and valuable to the various communities serviced by these centers.

With this concept in mind, a workgroup (Appendix A) was formed within the ETSC Dispatcher Training Subcommittee to research and develop for the Dispatcher Training Subcommittee, a curriculum recommendation of minimum standards for 911 telecommunicators, for the State of Michigan.

Members of the workgroup chosen to work on this project were selected from various backgrounds and levels of responsibility within the framework of the 911 community. In order to keep focus on the task at hand, the workgroup was restricted to members representing the three layers within a typical PSAP or dispatch center. Those representatives included two first line telecommunicators, two first line supervisors, and two PSAP center managers/directors. Facilitating the workgroup was the chairperson of the Dispatcher Training Subcommittee. The Michigan 911 State Administrator also played an instrumental role in providing input and perspective to the workgroup.

II. Background and Justification

Presently, there are no minimum standards for basic telecommunicator training in Michigan. Two exceptions exist. In the first exception, if an agency is connected to the Michigan Law Enforcement Information Network (LEIN), an operator of this system must have completed the 16 hour Basic LEIN Certification Course (State of Michigan requirement). In the second exception, if an agency has opted to perform emergency medical dispatching (EMD), its telecommunicators must be certified in that discipline through an approved certification program of study.

This lack of a minimum training standard is in stark contrast to the other partnerships within the public safety arena that do have minimum training standards; police, fire service, and EMS.

In the past several years, and unquestionably in the post-September 11 era, the public has come to not only expect, but to demand a higher level of service from all components of the public safety field. This expectation of service is no less for telecommunicators. In some instances it is greater. As stated, calls to a PSAP are the gateway to all other public safety services. These public expectations serve as one justification for the establishment of minimum basic training standards.

A second justification for the establishment of minimum training standards is the ability to guarantee uniformity of basic training across all regions of the state. While conducting compliance reviews on PSAPs and collecting data on their operations, both the ETSC's Certification Subcommittee and Dispatcher Training Subcommittee have taken notice of the inconsistent levels of training among the PSAPs. Currently, there is no assurance that the amount or type of training given to a telecommunicator at one agency or department is consistent with what is taught or instructed to a counterpart employed by a different agency or department. The amount and types of training are left to the subjective decision of the PSAP or dispatch center manager as opposed to an objective and measurable standard applicable to all. Following this same thought process is the lack of or inconsistency in training beyond what is initially obtained or provided when a telecommunicator is newly hired.

Public Act 249 of 2006 extended the sunset clause of the current 911 statute. Furthermore, the Act mandated the Michigan 911 State Administrator to make a recommendation to the legislature in regard to 911 training. The

recommendation made in the report on November 9, 2006, fully supports the ETSC's position that minimum training standards be developed (Appendix D).

III. Project Description

The Dispatcher Training Standards Workgroup was established with the intent of collecting and evaluating information and data as it pertains to core job tasks (Appendix B) and skills (Appendix C) performed by telecommunicators, as well as reviewing existing standards being used throughout the United States. This extensive collection of available information was used to construct the foundation for an 80-hour basic telecommunicator tract.

During the course of researching this project an additional recommendation was identified. The Emergency Telephone Service Committee should explore and secure enhanced jurisdiction in the 911 community through the establishment of rule promulgation authority. By obtaining this control, it would allow for greater ease in the establishment of rules and standards as well as the ability to uniformly and consistently enforce those standards. Additionally, with this jurisdiction comes the ETSC's obligation to review and approve training courses.

IV. Recommendations

The workgroup makes three proposed recommendations for training. The first recommendation is for a Communications Training Officer (CTO) program. The second is for a basic telecommunicator course applicable to newly hired telecommunicators. The final recommendation is for a continuing education program. All courses would need to be ETSC approved in order to meet compliance with the training standards set forth.

Recommendation for Communication Training Officer Program

It is recommended that a PSAP implement an ETSC approved communications training and evaluation program. A CTO program is an organized, systematic, and consistently administered period of formal on-the-job training and evaluation with the ultimate goal of producing a knowledgeable and proficient telecommunicator who is capable of working in a singular capacity.

This type of program produces competent telecommunicators capable of providing a full range of technical skills in a consistent manner with minimum supervision. This type program standardizes procedures, training, and evaluation in an objective format. By identifying performance deficiencies as they occur, it allows for discovered shortcomings to be corrected in a timely manner. This type program also permits documentation of the type and quantity of training received thereby reducing the potential for negligent retention.

Recommendation for Telecommunicator Training

Training of telecommunicators in areas such as EMD (seen as a "best practice"), LEIN, and other federal, state, or locally required training will be in addition to Modules 1 and 2 and will be the responsibility of the employing agency. This applies whether the telecommunicator is a new hire or has previous experience.

The recommendation for telecommunicator training is for an 80-hour tract divided into two 40-hour modules. Anyone hired at a primary PSAP as a telecommunicator after [TBD] should be in compliance with the following:

MODULE 1 –

The first module is comprised of curriculum consisting of a minimum of 40 hours. This training would be completed within 18 months of date of hire.

It is recommended that newly hired telecommunicators attend a 40-hour basic telecommunicator course within 18 months of their hire date. An example of one such course is the APCO 40-Hour Basic Course (Appendix E) or any equivalent basic course that is consistent with the recommendations outlined in this report and closely resembles this type training course. This module of training would include but not be limited to, the following topics:

- Overview of Public Safety (Police – Fire – EMS)
- Telecommunicator Roles and Responsibilities
- Legal Aspects
- Interpersonal Communications
- Public Safety Technologies
- Telephone Techniques
- Call Classification
- Radio Communications
- Stress Management

MODULE 2 –

The second module is comprised of curriculum consisting of a minimum of 40 hours. This will be completed within 24 months of being newly hired, and again would apply only to telecommunicators hired after [TBD]. This module of training will be dedicated to the following areas of instruction and must include a minimum of 8 hours of instruction in each of the following areas:

- | | |
|------------------------------|----------------------|
| • Domestic Violence | 8 hours |
| • Suicide Intervention | 8 hours |
| • 911 Liability | 8 hours |
| • Stress Management | 8 hours |
| • Homeland Security Elective | 8 hours ¹ |

Recommendation for Continuing Education Training

For continuing education training it is recommended that following completion of the first 24 months of employment that telecommunicators receive a minimum of 24 hours of ETSC approved continuing education training every 24 months, with this cycle continuing throughout their employment.

V. Closing

Each Michigan PSAP is responsible for the training of its individual employees. In addition, PSAPs are charged with keeping and maintaining training records as well as providing training documentation to the State 911 Office. Statewide minimum training standards serves to establish consistency in the training necessary to perform the job responsibilities of a telecommunicator. This also insures that all telecommunicators, regardless of agency, receive a minimum level and amount of training.

The tracking of training records through the State 911 Administrator’s Office serves to insure that training received by telecommunicators is accurately recorded and documented.

Finally, the development of minimum statewide uniform training standards is in the best interest of the public that is served by our state’s 911 centers and serves to enhance the delivery of public safety services in Michigan.

¹ Either an ETSC or FEMA approved course that relates to the telecommunicator role in homeland security preparedness.

By developing a statewide benchmark of training standards, not only do we serve to strengthen the competency of telecommunicators, we provide for the acceptance and enhancement of the professionalism of this essential public safety field.

Appendix A – Workgroup Members

Dispatch/PSAP Telecommunicators:

Philip J. Nowacki – Pittsfield Township Department of Public Safety

Susan Thompson – Michigan State Police, East Lansing Operations

Dispatch/PSAP First Line Supervisors:

Rosemary P. Yenshaw – Livingston County Central Dispatch

Laura Peebles – Macomb County Sheriff's Office

Dispatch/PSAP Managers:

Christina Russell – Oakland County Sheriff's Office

Kathy Castiglione – Bloomfield Township Police Department

Emergency Telephone Service Committee:

Michael Moorman – Michigan State Police Troopers Association, Inc.
Chair, ETSC Dispatcher Training Subcommittee

Harriet Miller-Brown – Michigan Department of State Police
State of Michigan 911 Administrator

Appendix B – Telecommunicator Essential Job Tasks

1. Process calls received on all designated telephone lines.
2. Accurately record information provided by callers.
3. Question callers to determine location and nature of problem and accurately classify as an emergency or non-emergency call.
4. Simultaneously perform various tasks while in reception of multiple audio and visual sources (channels, talk groups, monitors, etc.). This includes answering multiple telephone calls for assistance and being able to quickly and effectively prioritize their call intake/call taking process. Effectively manage the process of simultaneous telephone calls and radio traffic from field personnel.
5. Determine in a timely manner the destination for referral of calls and complete the transfer with confirmation of its reception to the appropriate location. Initiate the call intake process of information needed for immediate dispatch.
6. Identify the jurisdictional responding agency and the priority of the call. Locate and dispatch the closest appropriate resource.
7. Document appropriate narrative data for dispatch. Document information received on an “open line” call. Continue to document traffic from field units into computer system or manual card system and update unit status as appropriate.
8. Provide updates on calls when applicable.
9. Maintain professional voice tone during emergency and non-emergency situations received by telephone and radio.
10. Receive and process all calls for service according to agency policies and/or procedures.
11. Communicate with citizens from various backgrounds and who vary in age, gender, and mental abilities, and may be under the influence of alcohol/drugs. Attempt to utilize foreign language interpreter service, as applicable when a foreign speaking individual calls for assistance in order to determine nature and location of problem.
12. Process information from citizens who cannot or will not provide appropriate and necessary information to initiate a call.
13. Receive calls transferred from other agencies and process.
14. Prioritize pending calls for service. Be cognizant and aware of potential duplicate calls or related calls.
15. Re-contact callers that are disconnected to determine nature and location of call or event in accordance with local protocol.
16. Operate TDD and TTY equipment in order to process calls from hearing or speech impaired individuals in need of service.
17. Possess and maintain knowledge of agency policies and procedures.
18. In accordance with local protocol, be able to advise citizens of actions to take during emergency and non-emergency situations.
19. Be able to refer or process internal complaints or requests for repair or service of agency equipment and systems.
20. Process and prioritize various information requests using local, state, federal, and international databases, in a computer environment.
21. Receive, document, and disseminate additional requests for information and resources.
22. Disseminate to other agencies, pertinent information via telephone, radio, computer, or other appropriate communication devices.
23. Monitor equipment alarms. Monitor other alarms from outside sources if applicable.
24. Coordinate, document, and track, the response of mutual aid resources.
25. Immediately respond to requests for back up units and dispatch according to local protocol.
26. Brief on-coming or relief personnel of shift activity and status of units according to local protocol.

Appendix C – Telecommunicator Skill List

Communications:

1. Ability to write and type legibly.
2. Ability to professionally and accurately communicate both orally and in writing.
3. Ability to read and understand written and electronic communication.
4. Ability to hear and comprehend information and sounds coming through a communication device.
5. Ability to speak with sufficient clarity in person or with a communication device.

Job Performance:

1. Ability to maintain composure and handle stressful situations.
2. Ability to act in a decisive manner using good judgment.
3. Ability to effectively prioritize situations and information, and make appropriate decisions based on the information received.
4. Ability to listen, act, and remain focused during stressful and non-stressful situations.
5. Ability to multi-task under a variety of circumstances.
6. Ability to maintain professional demeanor at all times.
7. Ability to adapt to new or unique situations.
8. Ability to perform work related requests and directives.
9. Ability to learn and apply new information and techniques.
10. Ability to testify in court in a professional manner.
11. Ability to learn jurisdictional boundaries as well as surrounding geography.

Judgment:

1. Ability to respect private and confidential information.
2. Ability to recognize when to self-initiate decision making while recognizing when to seek guidance and/or clearance from a supervisor.
3. Ability to detach from caller's emotions yet remain empathetic.
4. Ability and willingness to accept responsibility for one's actions and decisions.

Relationships with Others:

1. Ability to work cooperatively with supervisors and peers.
2. Ability to act in a mature and professional manner.
3. Ability to work in a team environment and support other team members.
4. Ability and willingness to accept criticism without reacting defensively, rationalizing mistakes, or blaming others.
5. Ability to adapt to a variety of internal and external work circumstances.

Initiative and Reliability:

1. Ability to show initiative in completing job tasks.
2. Ability to handle both task and people oriented duties.
3. Ability to evaluate previous incidents in order to improve performance.
4. Ability to manage personal stress.

Appendix D – P.A. 249 of 2006 Report Excerpt

Training Issue Overview:

Currently there are no minimum training standards for 9-1-1 dispatchers (telecommunicators) in the state of Michigan. Each PSAP is responsible for its own training levels, programs, and documentation for its telecommunicators.

On March 2005 the ETSC passed a resolution supporting the pursuit of minimum training standards for 9-1-1 dispatchers in Michigan. The chair of the Dispatcher Training Subcommittee named a work group¹ to research and make a recommendation through the ETSC's channels on minimum dispatcher training standards. The process of that work group has been time-intensive and involved reviewing the training requirements of other states², performing a base task analysis of 9-1-1 telecommunicators' duties, identifying the skills necessary to perform those duties, and identifying the training needed to develop those skills.

P.A. 78 of 1999 created a statewide 9-1-1 dispatcher training fund through a one and a half-cent distribution of the wireless 9-1-1 surcharge. Since that fund distribution began in 2001 over 4.6 million dollars has been distributed to Michigan PSAPs. The ETSC has established a strong record of conscientious oversight of the training funds including the distribution and application process, allowable and disallowed fund use, recommendations to MCOLES on the certification of courses, and PSAP accountability. The 2004 creation of the State 9-1-1 Administrator's Office has further enhanced the ETSC's administration of the wireless training funds.

However, even with the availability of training funds, a program that encourages fund use, and a broad list of approved courses, it became evident through the 2006 application process that the wireless funds were not being used by a number of PSAPs in Michigan³. Furthermore, voluntary reporting to the State 9-1-1 Office on training policies indicate that there are inconsistencies across the state in regard to PSAP training policies and programs.

Prior to the recommendations required by P.A. 249 of 2006 in regard to the training of 9-1-1 personnel, the ETSC recognized the importance of 9-1-1 training and is firm in its position of the need for minimum training standards for 9-1-1 telecommunicators. To that end, the development of 9-1-1 telecommunicator training standards is in progress. Furthermore, the ETSC recognizes that program development, an implementation plan, funding, and administrative support must all be in place prior to the mandate of statewide 9-1-1 telecommunicator training standards. Based on those premises, the following legislative recommendations are being made:

¹ The work group, which is still active, consists of two dispatchers, two dispatch supervisors, two dispatch managers, the chair of the Dispatcher Training Subcommittee, and the State 9-1-1 Administrator.

² Based on inquiries made to other states, 14 states reported some type of minimum training requirement for dispatchers.

³ More than 90 PSAPs (accounting for 48% of the state's 9-1-1 telecommunicators) have spent their ETSC training funds with regularity (many supplement their internal training programs with additional funds from other sources). However, in 2006 51 PSAPs (accounting for 45% of the state's 9-1-1 telecommunicators) did not qualify for training funds as they still had unspent training funds remaining from the 2003, and in some cases 2002, distribution(s).

ETSC Legislative Recommendation on 9-1-1 Personnel Training:

- 1) **The ETSC should be granted the rule promulgation necessary to:**
 - a. Approve training courses funded through the statewide 9-1-1 (Tier One) surcharge
 - b. Develop, implement, and administer 9-1-1 dispatcher training standards, including:
 - i. Training curriculum for new dispatchers
 - ii. Requirements for continuing training of established dispatchers
 - iii. Reporting requirements of PSAPs regarding fund use and training of 9-1-1 personnel

- 2) **The future funding needs to include resources** for the State 9-1-1 Office to track and administer the 9-1-1 telecommunicator training program and the distribution of training funds. The calculations recommended in the Tier One funding mechanism recommendation are outlined in pages 3 - 4 of this report [*2006 Report to the Michigan Legislature*].

Appendix E – APCO Telecommunicator Training Standard

1. Roles and Responsibilities	4
2. Legal Aspects	2
3. Interpersonal Communications	6
4. Technologies	2
5. Telephone Techniques/Call Processing	7
6. Call Classification	8
7. Radio Communications	8
8. Stress Management	3
Total:	40 hours

Appendix F – Acronyms and Definitions

APCO: Association of Public Safety Communication Officials (APCO) is a not-for-profit professional organization dedicated to the enhancement of public safety communications. APCO exists to serve the people who manage, operate, maintain and supply the communications industry.

Communication Training Officer (CTO): A Communication Training Officer (CTO) instructs new employees in the roles and duties of the dispatcher, guides them through basic and critical skill development, documents instructional activity using standard daily observation reports, and evaluates the progress and success of the trainee. It is recommended the CTO be certified as a basic telecommunicator instructor by attending an ETSC approved communication training officer course.

Communication Training Officer Program: A course designed to instruct a person who has the roles and responsibilities of training new employees in the dispatch center. The course consists of 32-40 hours of classroom training and provides the student with knowledge, skills, and abilities to effectively train, evaluate, and document the progress of the individuals they are training. Participants completing the course become certified as a communications training officer.

Certification Subcommittee: A subcommittee of the ETSC. The Certification Subcommittee serves to ensure requirements and deadlines defined in the 9-1-1 statute are met. This includes reviewing county 9-1-1 plans and confirming the plans are in compliance to receive funding through 9-1-1 mechanisms. The subcommittee also performs compliance reviews of counties to make recommendations on operational “best practices” and to ensure that expenditures of 9-1-1 funds meet the criteria established by the ETSC as “allowable” expenditures.

Dispatcher Training Subcommittee: A subcommittee of the ETSC. The Dispatcher Training Subcommittee serves to oversee the use and distribution of statewide dispatcher training funds. This includes the annual review of applications for training funds submitted by the PSAPs. The subcommittee works with MCOLES to evaluate training course instructors and content for course certification. The subcommittee may also conduct reviews of a PSAPs’ training funds usage and courses attended to facilitate compliance with the act. The subcommittee may identify dispatcher training issues and bring proposed solutions to the ETSC for consideration.

EMD: Emergency Medical Dispatch (EMD) is the process for taking requests for emergency medical assistance, identifying the nature of the request, and prioritizing the severity of the request based on the emergency medical dispatch agency’s local policies and procedures. This also includes dispatching the necessary resources, providing pre-arrival medical and safety instructions to callers, and coordinating the responding resources as needed.

EMS: Emergency Medical Service (EMS) provides early treatment to those in need of urgent medical care, and ultimately rapid transportation to an emergency department.

ETSC: The Emergency Telephone Service Committee (ETSC) was created within the Department of State Police to develop statewide standards and model system considerations and make other recommendations for emergency telephone services. The committee is comprised of 21 members. Six subcommittees within the ETSC focus on special interests, report to the ETSC, and make recommendations for the committee about action and policy issues.

LEIN: The Michigan Law Enforcement Information Network (LEIN) provides and maintains a statewide computerized filing system of accurate and timely documented criminal justice information readily available to all criminal justice agencies.

MCOLES: The Michigan Commission on Law Enforcement Standards (MCOLES) prepares and publishes mandatory minimum recruitment, selection and training standards for entry-level law enforcement officers in the state of Michigan and defines categories and classifications of in-service training received by Michigan law enforcement officers. The commission is comprised of 15 members. The commission sets these standards for traditional, municipal, county, and state agencies, as well as a variety of specialized agencies, such as tribal, railroad, airport, and park police. More than 600 law enforcement agencies that employ over 23,000 officers operate under commission standards.

Michigan State 9-1-1 Administrator: The office of state 9-1-1 administrator was created to assist in facilitating the activities of the ETSC, work with PSAPs and commercial providers to provide a high level of delivery of 9-1-1 service, and prepare and educate users with advancements in new technology.

TTY/TDD: TTY stands for Text Telephone. It is also sometimes called a TDD or Telecommunication Device for the

Deaf. A TTY is a special device that lets people who are deaf, hard of hearing, or speech-impaired use the telephone to communicate, by allowing them to type messages back and forth to one another instead of talking and listening.

Telecommunicator: A person who is trained and employed in public safety telecommunications. The term applies to call takers, dispatchers, radio operators, data terminal operators or any combination of such functions in a PSAP.

State	ST	WLN Fee	Structure	WLS Fee	Structure	VoIP Fee
Alabama	AL	Up to 5% of the maximum base tariff rate and counties with	Local	\$0.70	State Fee/Oversight&Local	Varies per Wireline Structure
Alaska	AK		Local	Up to \$2.00	Local	N / A
Arizona	AZ	\$0.20	State Fee/Oversight&Local	\$0.20	State Fee/Oversight&Local	\$0.20
Arkansas	AR	5% or 12% of tariff rate	Local	\$0.40	State Fee/Oversight&Local	N / A
California	CA	.5% of intrastate toll	State Fee/Oversight&Local	.5% of intrastate toll	State Fee/Oversight&Local	N / A
Colorado	CO	Up to \$0.70	Local	Up to \$0.70	Local	N / A
Connecticut	CT	\$0.40	State Fee/Oversight&Local	\$0.40	State Fee/Oversight&Local	\$0.40
Delaware	DE	\$0.60	State Fee/Oversight&Local	\$0.60	State Fee/Oversight&Local	N / A
Florida	FL	Up to \$0.50	State Fee/Oversight&Local	\$0.50	State Fee/Oversight&Local	\$0.50
Georgia	GA	Up to \$1.50	Local	Up to \$1.50	Local	N / A
Hawaii	HI	\$0.27	Local	\$0.66	State Fee/Oversight&Local	N / A
Idaho	ID	Up to \$1.00	Local	Up to \$1.00	Local with State Advisory	\$1.00
Indiana	IN	3% to 10% of monthly access charge	Local	\$0.50 p to \$1.00	State Fee/Oversight&Local	VOIP Carriers to Pay local landline fee direct to PSAP
Illinois	IL	\$0.30 up to \$5.00	Local	\$0.73	State Fee/Oversight&Local	N / A
Indiana	IN	3% to 10% of monthly access charge	Local	\$0.50 p to \$1.00	State Fee/Oversight&Local	N / A
Iowa	IA	Up to \$1.00 plus another \$1.50 for 24 mons.	State Fee/Oversight&Local	\$0.65	State Fee/Oversight&Local	Varies per Wireline Structure
Kansas	KS	Up to \$0.75	Local	\$0.50	State Fee/Oversight&Local	\$0.50
Kentucky	KY	Up to \$4.50	Local	\$0.70	State Fee/Oversight&Local	
Louisiana	LA	5% of tariff rates	Local	\$0.85	Local	Varies per Wireline Structure
Maine	ME	\$0.30	State Program	\$0.30	State Program	\$0.30
Maryland	MD	\$1.00	State Fee/Oversight&Local	\$1.00	State Fee/Oversight&Local	\$1.00
Massachusetts	MA	\$0.75	State Program	\$0.30	State Program	N / A
Michigan	MI	Up to \$4.00	Local	\$0.29	State Fee/Oversight&Local	N / A
Minnesota	MN	\$0.65	State Fee/Oversight&Local	\$0.65	State Fee/Oversight&Local	\$0.65
Mississippi	MS	\$0.85 to \$2.05	Local	\$1.00	State Fee/Oversight&Local	N / A
Missouri	MO	15% of tariff rate or \$0.75	Local	none	NA	N / A
Montana	MT	\$1.00	State Fee/Oversight&Local	\$1.00	State Fee/Oversight&Local	Included in WLN fee
Nebraska	NE	\$0.50 or higher under certain conditions	Local	0.50 (can go to \$.70)	State Fee/Oversight&Local	N / A
Nevada	NV	\$0.25 or tax base	Local	\$0.25 or tax base	Local	N / A
New Hampshire	NH	\$0.25	State Program	\$0.25	State Program	N / A
New Jersey	NJ	\$0.90	State Program	\$0.90	State Program	\$0.90
New Mexico	NM	\$0.51	State Fee/Oversight&Local	\$0.51	State Fee/Oversight&Local	N / A
New York	NY	\$0.35 or \$1.00	Local	\$0.35 and &1.25	State Fee/Oversight&Local	N / A
North Carolina	NC	\$0.70	State/Oversight	\$0.70	State Fee/Oversight	\$0.70
North Dakota	ND	\$1.00	Local	\$1.00	Local	N / A
Ohio	OH	Property tax and/or fee up to \$0.50	Local	\$0.32	State Fee/Oversight&Local	N / A
Oklahoma	OK	Varies up to 15% of tariff rates	Local	\$1.50	Local	Varies per Wireline Structure
Oregon	OR	\$0.75	State Fee/Oversight&Local	\$0.75	State Fee/Oversight&Local	\$0.75

State	ST	WLN Fee	Structure	WLS Fee	Structure	VoIP Fee
Pennsylvania	PA	\$1.00 to \$1.50	Local	\$1.00	State Fee/Oversight&Local	N / A
Rhode Island	RI	\$0.47	State Program	\$0.47	State Program	\$0.47
South Carolina	SC	\$0.50 to \$1.50	Local	\$0.58	State Fee/Oversight&Local	N / A
South Dakota	SD	\$0.75	Local	\$0.75	Local	\$0.75
Tennessee	TN	Up to \$1.50 on resid. & Up to \$3.00 for bus.	Local	Up to \$3.00, currently set at \$1.00	State Fee/Oversight&Local	Up to \$3.00 currently set at \$1.00
Texas	TX	\$0.50 plus it varies by HRC & ECD	Combination	\$0.50	Combination	\$0.50
Utah	UT	\$0.65 local fee plus \$0.13 state fee	Local	\$0.65 local fee plus \$0.13 state fee	State Fee/Oversight&Local	N / A
Vermont	VT	USF	State Program	none	State Program	N / A
Virginia	VA	\$0.75	State	\$0.75	State Fee/Oversight&Local	\$0.75
Washington	WA	\$0.20 state & \$0.50 local	State Fee/Oversight&Local	\$0.20 state & \$0.50 local	State Fee/Oversight&Local	Not specific.
West Virginia	WV	Varies	Local	\$3.00	Local	Varies per Wireline Structure
Wisconsin	WI	Varies	Local	\$0.43	State Fee/Oversight&Local	N / A
Wyoming	WY	\$0.75	Local	\$0.75	Local	N / A

Key to Classifications:

Local - This is a local program from fee imposition, collections, 911 service implementation, contracting, etc.

State Program - This a a state program from the fee imposition, collections, 911 service implementation, contracting, etc.

State Fee/Oversight & Local - This is a program where the state law authorizes the fees, and remittance is to the state who has oversight authority via plan approval, standard/rule setting, and fund authorizations. Local government are responsible for the implementation, contract, etc. In wireless, this means there is a wireless board or the state agency has funding oversight.

**Emergency Telephone Service Committee
2008 Report to the Michigan Legislature**

ACRONYMS/DEFINITIONS

- 9-1-1** A three-digit telephone number to facilitate the reporting of an emergency requiring response by a public safety agency.
- 9-1-1 Network** – Literally, the dedicated circuits, and switching components used to transport voice from the originating central office, PBX, or other equivalent point to the 9-1-1 controller unit at the PSAP.
- 9-1-1 Service** – The delivery of 9-1-1 dialed calls from the originating switch to the PSAP call taker, with associated delivery of ANI and ALI data.
- 9-1-1 System** – The set of network, database and CPE components required to provide 9-1-1 service.
- ALI** **Automatic Location Identification** – The automatic display at the PSAP of the caller's telephone number, the address/location of the telephone and supplementary emergency services information.
- ANI** **Automatic Number Identification** – Telephone number associated with the access line from which a call originates.
- Analog** – As applied to 9-1-1, call transport using signaling involving a physical change, such as voltage or frequency. Analog trunking using multi-frequency tones (MF).
- APCO** **Association of Public Safety Communications Officials** – The Association of Public Safety Communications Officials – International, Inc. is a not-for-profit professional organization dedicated to the enhancement of public safety communications. APCO exists to serve the people who manage, operate, maintain and supply the communications systems.
- AR** **Alternate Routing** – A standard feature provided to allow E9-1-1 calls to be routed to a designated alternate location if **(1)** all E9-1-1 exchange lines to the primary PSAP are busy, or **(2)** the primary PSAP is closed down for a period of time (night service).
- ACN** **Automatic Collision Notification** – A service provided by vendors such as OnStar and ATX that allows sensors in vehicles to automatically initiate a call to a central answering point upon specific levels of vehicle impact, air bag deployment, etc.
- Basic 9-1-1** – An emergency telephone system, which automatically connects 9-1-1 callers to a designated answering point. Call routing is determined by originating central office only. Basic 9-1-1 may or may not support ANI and/or ALI.
- CAS** **Call Associated Signaling**
- CTIA** **Cellular Telecommunications and Internet Association** – The Cellular Telecommunications and Internet Association is the international organization that represents all elements of wireless communication – cellular, personal communication services, enhanced specialized mobile radio, and mobile satellite services – serving the interests of service providers, manufacturers, and others.
- CMRS** **Commercial Mobile Radio Service** – Includes all of the following:
- 1) A wireless 2-way communication device, including a radio telephone used in cellular telephone service or personal communication service.
 - 2) A functional equivalent of a radio telephone communications line used in cellular telephone service or personal communication service.
 - 3) A network radio access line.
- CMRS Connection** – Each number assigned to a CMRS customer.

Company Identifier (Company ID) – A 3 to 5 character identifier chosen by the Local Exchange Carrier that distinguishes the entity providing dial tone to the end user. The Company Identifier is maintained by NENA in a nationally accessible database.

Consolidated Dispatch – A countywide or regional emergency dispatch service that provides dispatch service for 75% or more of the law enforcement, fire fighting, emergency medical service, and other emergency service agencies within the geographical area of a 9-1-1 service district or serves 75% or more of the population within a 9-1-1 service district.

Data Base – An organized collection of information, typically stored in computer systems, comprised of fields, records (data) and indexes. In 9-1-1, such databases include master street address guide (MSAG), telephone number/emergency service number (ESN), and telephone customer records.

Database Service Provider – A service supplier who maintains and supplies or contracts to maintain and supply an ALI database or a MSAG.

Dedicated Trunk – A telephone circuit used for a single purpose such as transmission of 9-1-1 calls.

DR Default Routing – The capability to route a 9-1-1 call to a designated (default) PSAP when the incoming 9-1-1 call cannot be selectively routed due to an ANI failure or other cause.

EMS Emergency Medical Service – The emergency medical response group established under the Emergency Medical Systems Act of 1972.

ESN Emergency Service Number – A number defining the primary PSAP and up to 5 secondary PSAPs serving a particular telephone number. It is used in conjunction with the selective routing feature of E9-1-1 service.

ESZ Emergency Service Zone – The designation assigned by a county to each street name and address range that identifies which emergency response service is responsible for responding to an exchange access facility's premises.

Emergency Telephone Charge – Emergency telephone operation charge and emergency telephone technical charge.

Emergency Telephone District – The area in which 9-1-1 service is provided or is planned to be provided to service users under a 9-1-1 system implemented under this act. Also referred to as "9-1-1 service district."

Emergency Telephone District Board – The governing body created by the board of commissioners of the county or counties with authority over an emergency telephone district.

Emergency Telephone Operation Charge – A charge for non network technical equipment and other costs directly related to the dispatch facility and the operation of 1 or more PSAPs including, but not limited to, the costs of dispatch personnel and radio equipment necessary to provide 2-way communication between PSAPs and a public safety agency. Emergency telephone operation charge does not include non-PSAP related costs such as response vehicles and other personnel.

ETSC Emergency Telephone Service Committee – A committee created within the department of state police to develop statewide standards and model system considerations and make other recommendations for emergency telephone services.

Emergency Telephone Technical Charge – A charge for the network start-up costs, customer notification costs, billing costs including an allowance for uncollectibles for technical and operation charges, and network nonrecurring and recurring installation, maintenance, service, and equipment charges of a service supplier providing 9-1-1 service under this act.

E9-1-1 Enhanced 9-1-1 – An emergency telephone system which includes network switching, database and CPE elements capable of providing Selective Routing, Selective Transfer, Fixed Transfer, ANI and ALI.

Final 9-1-1 Service Plan – A tentative 9-1-1 service plan that has been modified only to reflect necessary changes resulting from any exclusions of public agencies from the 9-1-1 service district of the tentative 9-1-1 service plan under section 306 and any failure of public safety agencies to be designated as PSAPs or secondary PSAPs under section 307.

HCAS Hybrid CAS – a combination of CAS (Call Associated Signaling) and NCAS (Non Call Associated Signaling).

Hypertext Link – A way to connect two Internet resources via a simple word or phrase on which a user can click to start the connection, and easily access cross-references.

ISDN Integrated Services Digital Network – A digital interface providing multiple channels for simultaneous functions between the network and CPE.

Internet Protocol Telephony – Blending of voice, data, and video using Internet Protocol for each, across the Internet or other existing IP-based LANs and WANs, effectively collapsing three previously separate networks into one.

LEC Local Exchange Carrier – A Telecommunications Carrier (TC) under the state/local Public Utilities Act that provide local exchange telecommunications services. Also known as Incumbent Local Exchange Carriers (ILECs), Alternate Local Exchange Carriers (ALECs), Competitive Local Exchange Carriers (CLECs), Competitive Access Providers (CAPs), and Local Service Providers (LSPs)

LNP Local Number Portability – A process by which a telephone number may be reassigned from one Local Exchange Carrier to another.

MSAG Master Street Address Guide – A perpetual database that contains information continuously provided by a service district that defines the geographic area of the service district and includes an alphabetical list of street names, the range of address numbers on each street, the names of each community in the service district, the emergency service zone of each service user, and the primary service answering point identification codes.

NASNA National Association of State Nine One One Administrators – The National Association of State Nine One One Administrators is a not-for-profit corporation of full time state 9-1-1 coordinators whose primary responsibility is to administer 9-1-1 programs in their respective states. NASNA members review public policy issues, federal regulations, technology issues and funding mechanisms that impact 9-1-1 delivery.

NENA National Emergency Number Association – The National Emergency Number Association is a not-for-profit corporation established in 1982 to further the goal of “One Nation—One Number.” NENA is a networking source and promotes research, planning and training. NENA strives to educate, set standards and provide certification programs, legislative representation and technical assistance for implementing and managing 9-1-1 systems.

NCAS Non Call Associated Signaling

PBX Private Branch Exchange – A smaller version of the phone company central switching office, usually privately owned by a non-telephone business. A PBX connects to the larger telephone network for external call handling, and usually requires dialing an access digit such as 9 or 8 to make an external call.

Phase I Wireless E9-1-1 Service – dispatch center receives call back number of the wireless phone used to dial 9-1-1 and the location of the cell site used to handle the call.

Phase II Wireless E9-1-1 Service – dispatch center receives specific location information of the wireless caller dialing 9-1-1, within parameters set by the Federal Communications Commission.

Primary PSAP – A PSAP to which 9-1-1 calls are routed directly from the 9-1-1 Control Office. (See PSAP below.)

Public Safety Agency – An entity that provides fire fighting, law enforcement, emergency medical, or other emergency service.

PSAP **Public Safety Answering Point** – A facility equipped and staffed to receive 9-1-1 calls. A Primary PSAP receives the calls directly. If the call is relayed or transferred, the next receiving PSAP is designated a Secondary PSAP.

Redundancy – Duplication of components, running in parallel, to increase reliability.

Relay Method – A PSAP notes pertinent information and relays it by telephone, radio, or private line to the appropriate public safety agency or other provider of emergency services that has an available emergency service unit located closest to the request for emergency service for dispatch of an emergency service unit.

Secondary PSAP Answering Point – A communications facility of a public safety agency or private safety entity that receives 9-1-1 calls by the transfer method only and generally serves as a centralized location for a particular type of emergency call.

SR **Selective Routing** – The routing of a 9-1-1 call to the proper PSAP based upon the location of the caller.

Service Provider – An entity providing one or more of the following 9-1-1 elements: network, CPE, or database service.

Service Supplier – A person providing a telephone service or a CMRS to a service user in this state.

Service User – An exchange access facility or CMRS service customer of a service supplier within a 9-1-1 system.

SS7 **CCS7** **Signaling System 7 (SS7)/Common Channel Signaling (CCS7)** – An inter-office signaling network separate from the voice path network, utilizing high-speed data transmission to accomplish call processing. (The Public Switched Telephone Network is in the process of upgrading from MF Signaling to SS7.)

Switch – Telephone company facility where subscriber lines or interswitch trunks are joined to switching equipment for connecting subscribers to each other, locally or long distance.

Tariff – The rate approved by the Public Service Commission for 9-1-1 service provided by a particular service supplier. Tariff does not include a rate of a commercial mobile radio service by a particular supplier.

Telecommunicator – As used in 9-1-1, a person who is trained and employed in public safety telecommunications. The term applies to call takers, dispatchers, radio operators, data terminal operators or any combination of such functions in a PSAP.

Tentative 9-1-1 Service Plan – A plan prepared by 1 or more counties for implementing a 9-1-1 system in a specified 9-1-1 service district.

Transfer Method – A PSAP transfer the 9-1-1 call directly to the appropriate public safety agency or other provider of emergency service that has an available emergency service unit located closest to the request for emergency service for dispatch of an emergency service unit.

Trunk – Typically, a communication path between central office switches, or between the 9-1-1 Control Office and the PSAP.

Universal Emergency Number Service – Public telephone service that provides service users with the ability to reach a public safety answering point by dialing the digits “9-1-1.” Also referred to as “9-1-1 Service.”

Universal Emergency Number Service System – A system for providing 9-1-1 service under P.A. 80 of 1999. Also referred to as “9-1-1 System.”

Voice over Internet Protocol (VoIP) – A phone call that is transmitted over a data network.

Wireless – A phone system that operates locally without wires, using radio links for call transport.

Wireless Emergency Service Order – The order of the Federal Communications Commission. FCC docket No. 94-102, adopted June 12, 1996, with an effective date of October 1, 1996.

Wireless Phase I – Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 9-1-1 call with callback number and identification of the cell-sector from which the call originated. Call routing is determined by cell-sector. (Target date April 1998.)

Wireless Phase II – Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rulemaking (NPRM) 94-102. The delivery of a wireless 9-1-1 call with Phase I requirements plus location of the caller within 100 meters 67% of the time for network-based caller location systems and within 50 meters 67% of the time for handset-based location systems. (Target start date October 2001.)

Wireless Telecommunications – The family of Telecommunications services under the heading of Commercial Mobile Radio Service. Includes Cellular, Personal Communications Services (PCS), Mobile Satellite Services (MSS) and Enhanced Specialized Mobile Radio (ESMR).

Wireline – The transmission of speech or data using wired connections.

<p>Emergency Telephone Service Committee 2008 Report to the Michigan Legislature VoIP ACRONYMS/DEFINITIONS</p>

ALI	Automatic location identifier: A database that relates a specific telephone number (TN) to an address. This database accepts a PSAP query with a TN and responds with an address. In the case of ESQK, the ALI database steers the query to the appropriate VPC and steers the response base to the PSAP. An ALI is typically owned by a LEC or a PSAP.
ANI	Automatic Number identification: Telephone number associated with the access line from which a call originates.
CBN	Callback Number: The VoIP subscriber's telephone number.
CRN	Contingency routing number: A 10-digit, 7x24 PSAP emergency telephone number. Used for fallback routing if a call cannot be routed through the selective router to the PSAP.
ESGW	Emergency services gateway: A component, residing in the VoIP service provider's network, responsible for integrating the SIP network with the emergency services network and routing 9-1-1 calls to the appropriate selective router, based on the ESRN/ESQK it receives from the regional call server on the 9-1-1 call server.
ESME	Emergency services message entity: The ESME routes and processes the out-of-band messages related to emergency calls. This functionality is sometimes incorporated into the ALI database engine of a selective router.
ESNE	Emergency Services network entity: The ESNE routes and processes the voice band portion of the emergency call. The ESNE is composed of selective routers, which are also known as routing, bridging and transfer switches.
ESQK	Emergency Services query key: A digit string that uniquely identifies an ongoing emergency services call and is used to correlate the emergency services call with the associated data messages. It may also identify an emergency services zone and may be used to route the call through the network. Similar to an ESRK in wireless E9-1-1 networks.
ESRN	Emergency Services routing number: A 10-digit number that specifies the selective router to be used to route a call.
ESZ	Emergency Services Zone: An ESZ is a range of addresses all of which are served by the same emergency-service responders.
First Responder	Police, fire or medial resource who is dispatched to handle 9-1-1 calls and deliver emergency services.
I2	NENA defined VoIP solution. I2 routes VoIP calls into the current E9-1-1 systems and to the correct PSAP with correct ANI and ALI. I2 accommodates both stationary and nomadic users and provides MSAG valid location information and provides a method for nomadic user location either through an automated process or user input via a service prompted web based form or equivalent. Intended migratory path from i1.
I3	NENA defined VoIP phase E9-1-1 solution. Also referred to as Long Term, Next Generation 9-1-1. Enables end to end IP based E9-1-1 design, supporting VoIP originated call delivery and the transition of current wireline and wireless service providers to IP interface technology. Support IP mobility users, and all capabilities of I2. Utilizes extended capabilities of IP to provide location and other information with the call, as well as other sub-sets of relevant.

Lat/Lon	Latitude and Longitude: Latitude and Longitude are a coordinate system by means of which the position or location of any place on the earth's surface can be described. Also known as x,y.
LEC	A Telecommunications Carrier (TC) under the state/local Public Utilities Act that provide local exchange telecommunications services. Also known as incumbent Local Exchange Carriers (ILECs), Alternate Local Exchange Carriers (ALECs), Competitive Local Exchange Carriers (CLECs), Competitive Access Providers (CAPs), Certified Local Exchange Carriers (CLECs), and Local Service Providers (LSPs).
LRO	Last routing option: Routing information sent by the VPC that provides a "last chance" destination for a call, for example the CRN or a routing number associated with a national call center.
Mobile Subscriber	A subscriber who uses a wireless device that can be in motion during the call. Wireless Fidelity (WiFi) VoIP is expected to eventually allow the end user to take a home-based telephony connection and roam within an interconnected wireless network, much as cellular technologies allow today.
MSAG	Master Street Address Guide: An MSAG ledger is used by a municipality to assign a particular police, fire or rescue agency to a given street and number range.
Nomadic Subscriber	A subscriber who uses a device that is static during a call but does not have a static IP address assigned to it. Nomadic subscribers use Internet Service Provider (ISP) VoIP, which allows the end user to establish a telecommunications connection wherever he or she can obtain an Internet-based connection to her ISP provider.
PSAP	Public Safety Answering Point: A PSAP is the end point of an emergency services call. PSAPs are responsible for answering emergency services call (as defined in TIA J-STD-036)
PSTN	Public switched telephone network: The international telephone system based on copper wires carrying analog voice data.
SIP	Session Initiation Protocol: SIP is the IP-based protocol defined in IETF RFCs 3261 and 2543. SIP is one of the two dominant messaging protocols used by the VoIP industry.
Selective Router	The node in the emergency services network that performs enhances call routing for 9-1-1 calls. Usually operated by the LEC.
Static Subscriber	A subscriber who uses a device that is static during a call and has a static IP address assigned to it. Static subscribers use cable and DSL VoIP, often deployed in static configurations in which the end user stays at a fixed location and uses the standard North American Numbering Plan. Examples of this service include residential landline replacements using cable or DSL connections.
(911) System Service Provider	The entity that manages, maintains and provides various 9-1-1 elements such as ALI database, MSAG to Public Safety Answering Points. This function is often performed by the LEC.
V-E2	An extension to the E2 ALI interface (specified in TIA J-STD-036). V-E2 is defined by the NENA VoIP Location Working Group. V-E2 provides support for a "VoIP" class-of-service indicator in the response message from the VPC to the ALI.
VoIP	Voice Over Internet Protocol: VoIP is a system for providing telephone service over the internet.

VoIP Provider

A generic term to describe a company that provides VoIP call services. Some VoIP providers provide direct service to the consumer (VoIP service providers). Others provide backbone and PSTN access services (VoIP carriers). Still others provide ESGW (ESGW operators). Some VoIP providers provide more than one of these Services

VPC

VoIP positioning center: The application that determines the appropriate PSAP, based on the VoIP subscriber's position, returns associated routing instructions to the VoIP network, and provides the caller's location and the callback number to the PSAP through the ALI.