

2011 State 9-1-1 Committee

**Annual Report to the Michigan
Legislature**



July 29, 2011
(Updated September 2011)

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**State 9-1-1 Committee
2011 Annual Report to the Michigan Legislature
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State of Michigan
STATE 9-1-1 COMMITTEE
Lansing

RICK SNYDER
GOVERNOR

DALE GRIBLER
CHAIR

July 29, 2011

Dear Michigan Legislators:

Once again, I am pleased to provide you with the introduction to the State 9-1-1 Committee's (SNC) Annual Report to the Legislature. Public Act 32 of 1986, as amended, requires the SNC to provide the Michigan Legislature annual data on our state's 9-1-1 system. We've continued the changes that we made in 2010 to help make the report more useful to you.

While many of the county 9-1-1 surcharges approved in 2008 under the Michigan Public Service Commission's (MPSC) Docket U-15489 remain intact, a number of them have changed. PA 379 of 2008 permits the counties to modify their local 9-1-1 surcharges through county commission resolution (up \$0.42 a month), or up to \$3.00 by voter approval (or a combination of the two). Currently, 67 counties collect a local 9-1-1 surcharge and all counties receive a portion of the state 9-1-1 surcharge. A list of the local 9-1-1 surcharges can be found in Appendix 8 of this report.

In December of 2009, the Kimball Corporation issued its report and recommendation on an IP-based Next Generation 9-1-1 (NG-911) system for Michigan at the SNC's quarterly meeting. In 2010, after holding two highly attended engagement sessions with stakeholders from both the public and private sectors, Kimball made a recommendation to the SNC on a solution to move to NG9-1-1. That recommendation was received by the SNC at its December 2010 meeting. The Executive Summary of that recommendation can be found in Appendix 4.

Last December, the Michigan Legislature approved the use of \$1.7 million from the former state wireless 9-1-1 fund to meet the match requirements of its federal ENHANCE 911 Grant from the National Highway Traffic Safety Administration (NHTSA). The grant project, which is supported by the SNC, is for a 9-1-1 geographical information system (GIS) database that will create a statewide interface for 9-1-1 location data between Public Safety Answering Points (PSAPs). The federal award of \$1,699,999, coupled with the \$1.4 million from the Commercial Mobile Radio Service (CMRS) fund, will be part of a \$3.4 million project. The project is being done in partnership with the Center for Shared Solutions at the Michigan Department of Technology, Management, and Budget (DTMB). The activity of that project can be found at: www.michigan.gov/911GISGrant.

In the fall of 2010 the SNC formed a subcommittee known as the 9-1-1 Efficiencies Subcommittee from its membership to explore ways to make our state's 9-1-1 program more efficient. The SNC has committed to delivering a white paper on its findings and ideas to the Legislature and Administration by the end of this calendar year.

In closing, as the chair of the SNC, the committee designated by statute to guide 9-1-1 in Michigan, I hope you have the opportunity to give this report some of your valuable time to see the progress and services of the 9-1-1 system in Michigan. We sincerely seek your continued support in our work by being engaged in dialog with the member organizations of the SNC and by supporting policies that will keep Michigan's 9-1-1 system reliable and moving forward. The SNC is looking ahead to the issues that will help us build a flexible, technology-neutral "Next Generation" 9-1-1 system which will serve all citizens' calls for help through 9-1-1, regardless of the technology they use.

Sincerely,

Sheriff Dale R. Gribler, Chair
State 9-1-1 Committee

State 9-1-1 Committee
2011 Annual Report to the Michigan Legislature
**REPORTING REQUIREMENTS OF THE
EMERGENCY 9-1-1 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.**

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 due to market/coverage expansion. At this time, 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 enhanced landline 9-1-1).

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

Each county was asked to report 9-1-1 costs and any other allowable 9-1-1 fund expenditures for calendar year 2010. A detailed list of responses can be found in Appendix 2. Overall, Treasury reported distributing \$22,911,924 to counties in State 9-1-1 Funds during calendar year 2010. Counties reported receiving \$61,068,505 in local 9-1-1 surcharge funding during 2010. Other funding sources reported included \$72,525,384 local general funds from (counties and municipalities) and \$30,535,241 from millage generated funding.

While not all landline providers participate in the technical surcharge pooling process, based on the annual accounting of the landline providers and the "true up" performed by McCartney and Associates, the estimated total figure for technical costs in 2009-2010 was \$8,125,514. (Branch, Kalamazoo, Menominee, Manistee Counties; and Wayne Co. Service Districts of the Conference of Eastern Wayne, Detroit, and Down River did not report.)

The cost of wireless 9-1-1 delivery to landline service providers (Frontier and AT&T) reimbursed through MCL 484.1408 (4) (b) as approved by the Michigan Public Service Commission (MPSC) under Docket U-14000 for calendar year 2010 totaled \$1,194,888.

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.

No changes were recommended during 2010.

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

No providers reported any commercial applications in 2010.

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 \$185,065,373 (Kalamazoo and Manistee Counties did not report.) Of this, approximately \$83,980,429 came from 9-1-1 surcharge funding sources (local and state combined). A detailed record of expenditures is set forth in Appendix 2. Of the Michigan PSAPs capable of counting their call volumes, an average of 56% of all calls to 9-1-1 came from wireless phones. Due to the inability of numerous counties that are unable to report VoIP 9-1-1 call volume, an accurate percentage isn't possible at this time.

**State 9-1-1 Committee
2011 Report to the Michigan Legislature
AN OVERVIEW OF 9-1-1 IN MICHIGAN**

Each year the State 9-1-1 Committee issues a report on the current state of 9-1-1. This year we are also providing a “snapshot” of the 9-1-1 operations in Michigan. In Michigan 9-1-1 calls are answered at dispatch centers known as public safety answering points (PSAPs).

What do PSAPs do?

A PSAP is a 24x7 public safety facility that answers 9-1-1 calls for a designated jurisdiction. It processes calls and initiates emergency and non-emergency responses for police, fire, and emergency medical services (EMS). PSAPs may also perform other important public safety services such as LEIN entry, poison control transfers, and the activation of community alerts.

What does the State 9-1-1 Committee (SNC) and the State 9-1-1 Office do?

The State 9-1-1 Committee was established in accordance with P. A. 32 of 1986. Its 21 member organizations representing local public safety, private industry, and state services work together to promote the successful development, implementation, and operation of 9-1-1 systems across the State of Michigan. The SNC meets quarterly. The subcommittees of the SNC may meet more frequently, depending on the issues the subcommittees may be working on at any given time. SNC subcommittees are:

Legislative Action	Certification	Emerging Technology
Dispatcher Training	Policy	9-1-1 Efficiencies (limited term)

In accordance with P.A. 244 of 2003, the Michigan State Police provides staff assistance to the committee as necessary to carry out the committee's responsibilities. That assistance comes from the State 9-1-1 Office. The Office provides a number of services to the SNC and the 9-1-1 community, including: the coordination and oversight of the State 9-1-1 Training funds; the SNC web site and the information provided through it (i.e. contact numbers, current PSAP information, fund distribution information, meeting postings, current issues, etc.); maintenance of a centralized system of data collection and reporting; the gathering of data and distribution of the Annual SNC Report to the Legislature; compliance reviews and facilitation of best practice standards; statutory notices on state and local surcharges to communications providers, counties, and PSAPs; funds and assistance with the Office of the Auditor General's annual audit of the state 9-1-1 revenues.

Informational reports, tools, and lists on 9-1-1 available at the State 9-1-1 Committee's web site include:

- Annual Report to the Legislature
- Updates on projects, presentations, and activities of the SNC
- Distribution of state 9-1-1 funds to the counties
- Training fund distribution to PSAPs and the training fund application process
- The list of best practices and policies for compliance reviews
- List of communications providers
- List of all Michigan Primary PSAPs, county 9-1-1 coordinators, and surcharge amounts
- Allowable and Disallowable Expenditures of 9-1-1 funds

The Committee's web site address is: www.michigan.gov/snc

Some current issues facing 9-1-1:

- 1) Changing Technology/Moving Michigan to an IP-based 9-1-1 system – In order to accommodate new communications utilizing 9-1-1, the current hardwire 9-1-1 system must be replaced with an IP-based (digital) Next Generation (NG9-1-1) system. The migration to an IP-based 9-1-1 system in Michigan will require collaboration, technical changes, funding, and policy changes. Preparing for this change has been underway for several years and will continue into the future as the move will not involve the “flip of a switch,” but a systematic path of migration over the course of time.

- 2) Training Standards – The SNC has worked through channels with the MPSC staff on putting rule making in place to require basic training for telecommunicators as well as continuing education for established telecommunicators. A set of standards based on the SNC’s June 2009 recommendation was reached through the MPSC’s informal process and was sent to the Commission in June 2010 for their formal action. At the time of this report, a formal rule making docket has not yet been opened.
- 3) Multi-line Telephone System (MLTS) – The MPSC staff, with a core collaborative group of other interested parties and the State 9-1-1 Office worked with SNC recommendations on MLTS standards to require specific location information on 9-1-1 calls made from MLTS devices. In February of 2011 the MPSC opened docket U-16439 to implement formal standards for MLTS.
- 4) Operational Standards – With approaching Next Generation 9-1-1, 9-1-1 calls will be able to be answered, moved, and processed among the various PSAPs regardless of location a system of operational technical standards that meets the broad spectrum of operations, yet allows for local 9-1-1 operations to effectively serve the communities as needed by the various PSAPs’ jurisdictions will need to be developed.

Some background on Michigan 9-1-1 and its PSAPs:

All 83 counties in the state have enhanced 9-1-1 (Mackinac Island is still using basic 9-1-1 and in the process of addressing buildings for enhanced 9-1-1; and Bois Blanc opted out of the Mackinac County Plan and its calls are answered at various points in the public safety system in Northern Michigan.) Mackinac Island is in the process of transferring telephone numbers to the master street address guide (MSAG) and databases and E9-1-1 cutover is expected within the last quarter of 2011.

* Michigan PSAPs reported answering 6,724,086 calls on 9-1-1 lines in 2010.

* There are currently 166 PSAPs in Michigan; they are operated at various levels.

- 1) Cities/Municipalities: 88
- 2) Universities: 4
- 3) County: 67
- 4) Multi-county: 4
- 5) State: 3

* Under Michigan Statute, 9-1-1 is established at the county level by implementing a county 9-1-1 plan. Each county determines locally how its 9-1-1 operations are funded.

* The reported 2010 total annual operating budgets of the PSAPs and capital outlay expenses by counties as reported to the State 9-1-1 Committee for the 2011 Annual Report to the Legislature was: \$185,065,373 (Kalamazoo and Manistee Counties did not report).

* The reported 2010 funding resources (\$197,342,963) for PSAPs approximately included:

- 1) Local General Fund: \$72,525,384 (37%)
- 2) Millage Funds: \$30,535,241 (15%)
- 3) Local Surcharge: \$61,068,505 (31%)
- 4) State Surcharge: \$22,911,924 (12%) (From Treasury figures)
- 5) Other funding sources: \$10,301,909* (approx 5%)

Notes: Some PSAPs are under the operating budget of a larger public safety entity and not all those operating costs are reflected in the budget figure as they are absorbed into the larger entity’s operating budget.

As noted on Appendix 2 on the 2011 Annual Report to the Legislature, while the “Other funding sources” figure contains additional revenues such as fees, rental, and training funds, the figures may also indicate non-revenue funding such as loans and contracts with other counties using 9-1-1 revenue already reported.

Technical Costs:

The technical costs allowed under MCL 484.1401d in 2009-2010 for the network as reflected in the data reported by the counties totaled \$8,125,514. (Branch Kalamazoo, Manistee, and Menominee Counties; and the CEW, Detroit, and DMA service districts of Wayne County did not report.)

The cost of wireless 9-1-1 delivery to landline service providers (Frontier and AT&T) reimbursed through MCL 484.1408 (4)(b) as approved by the Michigan Public Service Commission (MPSC) under Docket U-14000 for calendar year 2010 totaled \$1,194,888.

**State 9-1-1 Committee
2011 Annual Report to the Michigan Legislature
DEPARTMENT OF STATE POLICE REPORT**

Support Services Bureau

The Support Services Bureau (SSB) Commander serves as the State Police representative to the SNC. This representative also serves as the chair of the SNC Legislative Action Subcommittee.

State 9-1-1 Administrator's Office

Under the Act, the Michigan State Police is responsible for providing staff assistance to the State 9-1-1 Committee as necessary to carry out the committee's duties. The State 9-1-1 Administrator's Office is housed within the SSB and reports to the Commander of the SSB.

Throughout 2010, the State 9-1-1 Office was actively involved in Michigan's 9-1-1 system. Activities of the office have included facilitating the IP-based 9-1-1 feasibility study; work on the ENHANCE 911 Grant GIS database project, providing information regarding the Michigan 9-1-1 Act to providers, counties, PSAPs, and the public; providing education and training to public safety/service organizations on matters related to 9-1-1 issues; serving as the centralized point of information collection and distribution for Michigan 9-1-1 including notice on state and local surcharges; organize collection of information for reporting requirements; county compliance reviews and dispatcher training; providing data and research to policy makers, the SNC, its subcommittees, and work groups; 9-1-1 network upgrade and research, maintaining the SNC web site; and serving as an informational resource for the 9-1-1 community and legislators, public safety organizations, citizens and media, as well as members of state and local government.

The State 9-1-1 Administrator's Office can be contacted by mail at: 333 S. Grand Avenue, Lansing, Michigan, 48909; telephone at (517) 241-0133; or visit the SNC's web site at www.michigan.gov/snc.

Upper Peninsula Dispatching

The Michigan State Police (MSP) Negaunee Regional Communication Center (NRCC) provides full dispatching services for the following counties:

Keweenaw	Houghton	Baraga
Ontonagon	Schoolcraft	Gogebic*

From January 1, 2010, through December 31, 2010, the NRCC answered 8,472 landline 9-1-1 calls and 9,797 wireless 9-1-1 calls.

* Gogebic County entered into a contract with Iron County for 9-1-1 dispatching services effective July 20, 2010.

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 Detroit Regional Communication Center (DRCC) serves as one of the default routing points for these calls in the Detroit Metro area. From January 1, 2010, through December 31, 2010, the DRCC answered 61,790 wireless 9-1-1 calls.

MSP Rockford Wireless 9-1-1 Services

During the calendar year of 2010, the Kent County 9-1-1 Plan designated two wireless PSAPs for wireless 9-1-1 call answering. The Grand Rapids Police Department answered the calls for that city and the MSP Rockford Regional Communication (RRCC) answered the calls for the remainder of

county. From January 1, 2010, through December 31, 2010, the RRCC answered 131,290 wireless 9-1-1 calls.

Effective January 1, 2011, Kent County made changes to its 9-1-1 plan including a change in designating the 9-1-1 PSAPs for wireless and landline 9-1-1 call answering. The Grand Rapids Police Department answers all wireless and landline calls for the cities of Grand Rapids and Wyoming, and the Kent County Sheriff Department answers all wireless and landline calls for the remainder of the county.

State 9-1-1 Committee
2011 Annual Report to the Michigan Legislature
DEPARTMENT OF TREASURY REPORT

The Department of Treasury is responsible for the financial administration of this program. Financial administration tasks include processing remittances received from telecommunication suppliers; making distributions to the counties and the Public Safety Answering Points (PSAPs) as directed by the State 9-1-1 Committee; making distributions to local exchange providers as directed by the Michigan Public Service Commission, and accounting for these transactions.

Cash Receipts from telecommunication suppliers and interest earnings for Fiscal Year 2011 through June 30, 2011, total \$20.9 million. Treasury's Bureau of Investments invests the account balance as part of the State's common cash fund.

Treasury processes four types of payments for this program.

1. & 2. County payments, made quarterly to counties that have a final 9-1-1 plan in place. The payments are based on 82.5% of the money deposited in the Emergency 9-1-1 fund. Of the 82.5%, 40% is equally distributed to each qualifying county, and the remaining 60% is distributed on a per capita basis to each qualifying county.
3. Supplier Reimbursement payments, made to local exchange providers for costs related to wireless emergency service. Payments are being made for reimbursements in accordance with the Michigan Public Service Commission's (MPSC) June 29, 2004, order in Case No. U-14000 for wireless emergency service costs recoverable pursuant to 2003 PA 244, MCL 484.1408(4)(b). The payments are based on 7.75% of the money deposited in the Emergency 9-1-1 fund. As of June 30, 2011, a balance of \$17.1 million remains in the fund for disbursement.
4. Public Safety Answering Points (PSAP) training fund payments, made semi-annually, are based on 6% of the money deposited in the Emergency 9-1-1 fund. The eighteenth PSAP training fund payment was made in December 2010; \$836,370 was distributed to 134 PSAPs. The nineteenth PSAP training fund payment was made in June 2011; \$859,279 was distributed to 129 PSAPs. The next payment will occur in the fall of 2011.

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

(as of July 2011)

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**State 9-1-1 Committee
2011 Annual Report to the Michigan Legislature
COUNTY CERTIFICATION**

The Certification Subcommittee met on the following dates throughout 2010: March 23, June 11, and September 13.

Mr. James Fyvie, Clinton County Central Dispatch, was appointed chair of the subcommittee in 2010 following the departure of Mr. John Bawol, Success Communications, Inc. Mr. Scott Temple from AT&T and Mr. Leonard Norman from Bay County Central Dispatch also left the subcommittee during 2010. All three members left after serving many years on the subcommittee. The subcommittee expressed thanks and appreciation for a job well done to the three members for their work on this subcommittee. Three new members were appointed to the subcommittee: Ms. Yvette Collins, AT&T; Mr. Gary Johnson, Marquette County Central Dispatch; and Mr. Rich Feole, Mason-Oceana 9-1-1.

The following is a brief overview of compliance reviews conducted during 2010:

- 1) Montmorency County - This "for cause" review continued into 2010 to ensure best practices were being met.
- 2) Van Buren County - The "by request" review of Van Buren County was temporarily placed on hold due to a filing by the city of South Haven with the MPSC regarding the surcharge distribution and the opening of the county plan. The filing was subsequently withdrawn.
- 3) Mason-Oceana Counties - The on-site "random review" was held in March. The report was finalized and approved by the State 9-1-1 Committee in December 2010.
- 4) Lenawee County - The "random review" was conducted in June.
- 5) Benzie County - The on-site "random review" of Benzie County was conducted in October.
- 6) Chippewa County - This was the final county selected in 2010 for a "random review," which is anticipated to receive its on-site review in the late fall of 2011.

A complete listing of the Certification Subcommittee meeting minutes may be found on the State 9-1-1 Committee website at www.michigan.gov/snc.

**State 9-1-1 Committee
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DISPATCHER TRAINING

Starting July 1, 2008, legislative changes took effect directing the State 9-1-1 Committee (SNC) in cooperation with the Michigan Public Service Commission to establish "rule making" to ensure minimum dispatcher training standards are put into place. MCL 484.1408 (4) (c), also changing the training fund formula from 1-½ cents of each monthly service charge, to (6.0%) six percent that shall be available to PSAPs for training personnel assigned to 9-1-1 centers.

During November of 2010, the SNC distributed the Dispatcher Training Fund application form (SNC-101) and instructions to all PSAPs in Michigan. Of the 166 PSAPs in Michigan, 148 submitted requests for dispatcher training funds, 129 were approved for funding, 16 did not spend down their previous years' funds, 3 centers were denied because of unused funds, and 18 did not apply. Opportunities to appeal the denials were heard on March 10, 2011. On March 15, 2011, the SNC voted to approve the Dispatcher Training Subcommittee's recommendation that statewide training fund distribution be paid to the 129 PSAP applicants from revenue available for distribution in fiscal year 2011.

Of the approved applications, there were a total of 1,790 eligible dispatchers. The May 2011 distribution at a rate of \$480.05 per dispatcher, with a total of \$859,279.00 available for this distribution. An additional distribution will be made in November 2011.

The SNC Dispatcher Training Subcommittee established a parallel to MCOLES to qualify for authorized funding to attend state 9-1-1 conferences. A qualified dispatcher must attend a minimum of six hours (6) of approved training within a 24-hour period.

The State 9-1-1 Committee adopted the *Telecommunicator Training Program Manual* as recommendation to the MPSC on June 23, 2009. That program recommendation was forwarded to the MPSC on July 1, 2009 to begin the rule making process as outlined in MCL 484.1413(b). As of March 2011, the Training Standards process needs more approvals through the rule making process of the MPSC before it can be moved forward with a hearing through the Michigan Public Service Commission. The development of the *Telecommunicator Training Program Manual* was accomplished with a committee comprised of public safety personnel within the 9-1-1 arena. Further information is located at www.michigan.gov/mpsc under Telecommunications.

State 9-1-1 Committee
2011 Annual Report to the Michigan Legislature
OVERVIEW OF EMERGENCY 9-1-1 FUND
(as of 6/30/11)

FUND	RECEIPTS	DISBURSEMENTS	BALANCE
CMRS	87,194,909.51	70,090,772.49	17,104,137.02
COUNTY	74,952,290.38	72,623,063.00	2,329,227.38
COUNTY/POP	112,450,671.66	108,954,099.00	3,496,572.66
TRAINING	12,346,404.02	11,480,681.17	865,722.85
MSP	1,956,624.43	1,956,624.43	0.00
MSP 911/ETSC Admin	4,163,264.10	4,032,898.26	130,365.84
MSP 911/Disp. Ctr	1,729,757.98	1,598,695.03	131,062.95
TOTALS	294,793,922.08	270,736,833.38	24,057,088.70

PA 164 of 2007 provides for .19 State 9-1-1 Surcharge that is distributed as follows:

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/SNC 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.)

State 9-1-1 Committee
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COUNTY INFORMATION DETAIL

FINANCIAL DETAIL

County	State 9-1-1 Surcharge Receipts 2010	Local 9-1-1 Surcharge Receipts 2010	9-1-1 Millage Receipts	General Fund Monies	Other Receipts	Total Operating Budget	Other Allowable Expenses	Unexpended State 9-1-1 Funds	Carryover of Unexpended State 9-1-1 Funds	Total Other County 9-1-1 Expenses
Alcona	\$125,583.00	\$268,985.00	\$0.00	\$0.00	\$24,335.00	\$433,644.00	\$126,583.00	\$0.00	\$256,484.00	\$0.00
Alger	\$125,864.00	\$42,378.00	\$0.00	\$0.00	\$1,801.00	\$170,043.00	\$0.00	\$338,606.63	\$357,064.53	\$0.00
Allegan	\$256,578.00	\$1,633,238.28	\$0.00	\$0.00	\$18,012.00	\$2,012,000.00	\$0.00	\$0.00	\$0.00	\$0.00
Alpena	\$153,735.00	\$700,475.00	\$0.00	\$0.00	\$872,580.43	\$904,321.00	\$865,051.00	\$65,731.00	\$553,471.00	\$0.00
Antrim	\$142,388.00	\$553,562.56	\$0.00	\$131,385.00	\$11,909.09	\$827,185.00	\$76,288.69	\$66,099.31	\$191,638.81	\$0.00
Arenac	\$134,257.00	\$52,640.72	\$429,050.78	\$0.00	\$13,010.93	\$628,959.43	\$134,257.00	\$0.00	\$0.00	\$0.00
Baraga	\$122,518.00	\$0.00	\$0.00	\$0.00	\$6,964.00	\$129,482.00	\$132,762.00	\$0.00	\$257,960.00	\$0.00
Barry	\$188,925.00	\$0.00	\$1,802,904.95	\$0.00	\$51,275.47	\$2,033,016.42	\$164,634.18	\$188,925.00	\$106,563.58	\$0.00
Bay	\$262,695.00	\$0.00	\$2,137,415.00	\$0.00	\$105,821.00	\$2,505,931.00	\$262,695.00	\$0.00	\$0.00	\$0.00
Benzie	\$127,964.14	\$431,598.26	\$0.00	\$0.00	\$8,505.00	\$568,067.40	\$547,277.36	\$20,790.04	\$197,344.74	\$0.00
Berrien	\$335,128.00	\$778,014.00	\$1,713,988.00	\$0.00	\$167,827.00	\$3,093,425.00	\$154,766.00	\$0.00	\$509,758.00	\$305,059.00
Branch	\$173,755.00	\$109,375.01	\$902,911.04	\$0.00	\$107,666.92	\$1,293,107.97	\$1,293,107.97	\$0.00	\$0.00	\$0.00
CCE	\$435,600.00	\$577,364.88	\$0.00	\$1,364,857.92	\$80,654.87	\$1,801,602.33	\$0.00	\$0.00	\$0.00	\$0.00
Calhoun	\$301,173.00	\$877,359.52	\$0.00	\$2,047,932.97	\$787,358.00	\$2,999,710.12	\$969,933.59	\$0.00	\$4,241.83	\$0.00
Cass	\$181,109.00	\$580,861.17	\$363,978.83	\$0.00	\$9,051.00	\$894,675.06	\$181,109.00	\$0.00	\$0.00	\$0.00
Chippewa	\$163,674.00	\$366,398.56	\$0.00	\$111,513.40	\$185,115.63	\$826,701.59	\$826,701.59	\$0.00	\$0.00	\$0.00
Clare	\$153,650.00	\$147,134.73	\$361,088.24	\$0.00	\$14,520.49	\$676,393.46	\$0.00	\$0.00	\$0.00	\$0.00
Clinton	\$199,915.00	\$1,740,626.94	\$0.00	\$0.00	\$89,180.22	\$2,029,722.16	\$1,726,246.34	\$303,475.82	\$2,602,183.63	\$0.00
Crawford	\$130,165.00	\$372,424.00	\$0.00	\$0.00	\$85,439.00	\$628,000.00	\$593,499.00	\$0.00	\$88,161.00	\$0.00
Delta	\$163,703.00	\$199,303.01	\$412,994.09	\$0.00	\$8,045.00	\$784,045.10	\$163,703.00	\$0.00	\$0.00	\$0.00
Dickinson	\$148,366.00	\$138,758.00	\$0.00	\$249,229.00	\$9,005.00	\$536,353.00	\$148,366.00	\$0.00	\$0.00	\$0.00
Eaton	\$251,645.00	\$0.00	\$3,348,709.10	\$0.00	\$0.00	\$3,600,354.10	\$0.00	\$0.00	\$0.00	\$0.00
Genesee	\$601,616.00	\$5,833,409.00	\$0.00	\$1,988,776.00	\$69,788.00	\$8,493,589.00	\$7,417,576.00	\$0.00	\$0.00	\$0.00
Gladwin	\$115,247.00	\$136,300.87	\$716,364.63	\$0.00	\$17,315.50	\$705,185.43	\$64,778.13	\$131,208.24	\$273,152.07	\$0.00
Gogebic	\$167,631.00	\$190,755.59	\$0.00	\$0.00	\$0.00	\$297,852.40	\$297,852.46	\$0.00	\$56,085.67	\$0.00
Grand Traverse	\$935,736.27	\$717,984.00	\$0.00	\$626,806.10	\$16,211.00	\$1,578,753.36	\$935,736.27	\$0.00	\$0.00	\$626,806.10
Gratiot	\$168,847.00	\$504,665.20	\$0.00	\$0.00	\$147,017.00	\$822,017.00	\$0.00	\$0.00	\$0.00	\$0.00
Hillsdale	\$174,778.00	\$1,015,124.13	\$0.00	\$0.00	\$129,502.34	\$899,225.52	\$174,778.00	\$0.00	\$0.00	\$0.00
Houghton	\$160,239.00	\$370,000.00	\$0.00	\$0.00	\$10,314.00	\$540,553.00	\$160,239.00	\$0.00	\$0.00	\$0.00
Huron	\$160,266.00	\$746,915.30	\$0.00	\$0.00	\$28,617.00	\$980,613.00	\$0.00	\$44,000.64	\$755,852.59	\$0.00
Ingham	\$469,473.00	\$1,324,121.72	\$6,388,659.47	\$0.00	\$287,876.98	\$8,470,131.17	\$469,473.00	\$0.00	\$0.00	\$0.00
Ionia	\$195,440.00	\$1,056,600.09	\$0.00	\$0.00	\$107,783.37	\$1,385,433.00	\$1,313,397.63	\$0.00	\$0.00	\$0.00
Iosco	\$148,237.00	\$532,364.00	\$0.00	\$0.00	\$9,906.00	\$692,319.00	\$653,493.00	\$27,108.00	\$0.00	\$0.00
Iron	\$124,021.00	\$225,981.00	\$0.00	\$93,710.00	\$0.00	\$443,712.00	\$443,712.00	\$0.00	\$0.00	\$0.00
Isabella	\$198,049.00	\$881,829.12	\$0.00	\$0.00	\$13,560.44	\$1,093,438.50	\$1,011,467.70	\$81,970.00	\$0.00	\$0.00
Jackson	\$329,551.00	\$763,457.00	\$0.00	\$1,268,386.00	\$70,678.00	\$1,615,162.00	\$763,457.00	\$0.00	\$0.00	\$0.00
Kalamazoo										
Kalkaska	\$101,143.00	\$474,082.45	\$0.00	\$575,225.45	\$6,522.91	\$581,748.36	\$536,020.79	\$45,727.57	\$0.00	\$581,748.36
Kent	\$904,513.00	\$3,076,038.00	\$0.00	\$13,079,081.00	\$0.00	\$16,417,565.00	\$743,369.00	\$161,144.00	\$0.00	\$4,198,884.00
Keweenaw	\$113,562.00	\$0.00	\$0.00	\$0.00	\$0.00	\$113,562.00	\$79,323.00	\$34,239.00	\$327,852.00	\$0.00
County	State 9-1-1 Surcharge Receipts 2010	Local 9-1-1 Surcharge Receipts 2010	9-1-1 Millage Receipts	General Fund Monies	Other Receipts	Total Operating Budget	Other Allowable Expenses	Unexpended State 9-1-1 Funds	Carryover of Unexpended State 9-1-1 Funds	Total Other County 9-1-1 Expenses

								Funds			
Lake	\$126,098.00	\$0.00	\$806,104.40	\$0.00	\$581,995.60	\$1,514,198.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Lapeer	\$232,010.00	\$1,576,415.82	\$0.00	\$0.00	\$50,143.43	\$1,858,387.97	\$1,809,785.79	\$46,602.00	\$0.00	\$0.00	\$0.00
Leelanau	\$139,582.00	\$0.00	\$0.00	\$740,279.00	\$9,906.00	\$889,767.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Lenawee	\$247,194.00	\$1,260,390.00	\$0.00	\$0.00	\$23,174.00	\$1,530,758.00	\$1,319,405.00	\$195,142.00	\$956,008.00	\$0.00	\$0.00
Livingston	\$329,236.35	\$4,233,379.33	\$0.00	\$0.00	\$94,254.22	\$4,656,869.90	\$4,033,066.67	\$623,803.23	\$1,830,083.46	\$0.00	\$0.00
Luce	\$120,138.00	\$62,664.56	\$0.00	\$0.00	\$1,426.67	\$184,229.23	\$184,229.23	\$0.00	\$0.00	\$0.00	\$0.00
Mackinac	\$126,893.00	\$171,952.00	\$0.00	\$0.00	\$0.00	\$0.00	\$412,788.00	\$0.00	\$396,669.00	\$0.00	\$0.00
Macomb	\$0.00	\$0.00	\$0.00	\$0.00	\$91,858.00	\$1,200,590.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Manistee											
Marquette	\$199,750.00	\$0.00	\$904,295.00	\$0.00	\$14,745.00	\$1,118,790.00	\$974,656.00	\$0.00	\$0.00	\$0.00	\$0.00
Mason/ Oceana	\$297,010.00	\$1,227,483.00	\$0.00	\$0.00	\$19,513.00	\$1,544,006.00	\$297,010.00	\$0.00	\$0.00	\$0.00	\$0.00
Mecosta/ Osceola	\$230,364.00	\$946,018.00	\$0.00	\$0.00	\$47,225.00	\$1,377,190.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Menominee	\$145,453.00	\$347,947.00	N/A	\$111,178.00	\$9,495.00	\$549,125.00	\$145,453.00	\$10,181.00	\$0.00	\$0.00	\$0.00
Midland	\$225,053.00	\$0.00	\$2,117,273.50	\$0.00	\$33,194.00	\$1,947,786.86	\$225,053.00	\$0.00	\$0.00	\$0.00	\$0.00
Missaukee	\$130,399.00	\$0.00	\$0.00	\$0.00	\$5,589.00	\$135,987.00	\$119,853.00	\$10,546.00	\$451,798.00	\$0.00	\$0.00
Monroe	\$308,176.00	\$763,860.44	\$0.00	\$1,096,013.96	\$20,284.31	\$2,188,334.71	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Montcalm	\$211,377.00	\$1,068,334.99	\$0.00	\$0.00	\$34,329.42	\$1,314,041.41	\$1,361,605.00	\$0.00	\$0.00	\$0.00	\$0.00
Montmorency	\$155,465.00	\$145,995.32	\$0.00	\$0.00	\$840.05	\$310,574.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Muskegon	\$345,842.00	\$576,488.00	\$1,368,673.00	N/A	\$1,217,657.00	\$3,508,660.00	\$345,842.00	\$0.00	\$0.00	\$0.00	N/A
Newaygo	\$176,641.00	\$698,876.88	\$0.00	\$15,093.25	\$9,906.00	\$879,742.87	\$169,776.00	\$3,528.44	\$3,336.56	\$0.00	\$0.00
Oakland	\$1,762,179.00	\$3,571,985.28	\$0.00	\$21,663,215.00	\$2,687,575.57	\$24,350,790.08	\$22,352,436.89	\$0.00	\$0.00	\$0.00	\$0.00
Ogemaw	\$143,907.00	\$139,168.00	\$0.00	\$308,256.00	\$8,105.00	\$599,436.00	\$283,075.00	\$0.00	\$0.00	\$0.00	\$0.00
Ontonagon	\$121,563.00	\$37,814.09	\$0.00	\$0.00	\$0.00	\$159,377.09	\$140,165.00	\$19,212.00	\$495,204.00	\$0.00	\$0.00
Oscoda	\$123,448.00	\$44,754.73	\$0.00	\$0.00	\$0.00	\$168,202.73	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Otsego	\$142,742.00	\$533,880.38	\$0.00	\$0.00	\$0.00	\$676,622.38	\$0.00	\$138,675.00	\$0.00	\$0.00	\$0.00
Ottawa	\$439,896.00	\$140,055.00	\$4,403,718.00	\$0.00	\$30,619.00	\$5,412,572.00	\$1,978,600.00	\$0.00	\$0.00	\$0.00	\$0.00
Presque Isle	\$146,982.00	\$57,271.62	\$0.00	\$0.00	\$1,822.64	\$206,076.26	\$202,699.75	\$0.00	\$0.00	\$0.00	\$0.00
Roscommon	\$146,197.00	\$0.00	\$903,886.00	\$0.00	\$9,906.00	\$1,059,989.00	\$127,708.00	\$19,389.00	\$0.00	\$0.00	\$0.00
Saint Clair	\$337,468.00	\$819,981.32	\$0.00	\$529,422.00	\$498,041.78	\$2,143,311.00	\$1,157,449.32	\$0.00	\$0.00	\$0.00	\$0.00
Saint Joseph	\$148,127.00	\$0.00	\$1,453,227.00	\$0.00	\$17,011.00	\$1,618,365.00	\$120,123.00	\$2,804.00	\$0.00	\$0.00	\$0.00
Saginaw	\$400,952.00	\$4,855,214.00	\$0.00	\$0.00	\$929,795.00	\$6,185,961.00	\$5,256,166.00	\$0.00	\$0.00	\$0.00	\$0.00
Sanilac	\$171,975.00	\$203,740.94	\$0.00	\$268,896.00	\$20,761.00	\$673,478.72	\$375,715.94	\$0.00	\$0.00	\$0.00	\$0.00
Schoolcraft	\$122,693.00	\$36,495.00	\$0.00	\$0.00	\$0.00	\$159,214.00	\$150,855.15	\$9,463.24	\$514,438.18	\$0.00	\$0.00
Shiawassee	\$209,501.00	\$956,771.39	\$0.00	\$0.00	\$40,514.40	\$1,206,786.79	\$1,218,552.47	\$0.00	\$0.00	\$0.00	\$0.00
Tuscola	\$190,944.00	\$1,061,800.70	\$0.00	\$0.00	\$28,751.81	\$1,248,230.15	\$0.00	\$0.00	\$545,179.49	\$0.00	\$0.00
Van Buren	\$215,908.00	\$988,514.00	\$0.00	\$348,024.00	\$12,724.00	\$1,565,170.00	\$1,143,294.00	\$73,852.00	\$0.00	\$0.00	\$0.00
Washtenaw	\$556,674.00	\$1,854,256.73	\$0.00	\$4,589,889.07	\$0.00	\$7,335,164.16	\$77,787.69	\$54,422.39	\$130,885.03	\$0.00	\$0.00
Wayne - CWW	\$909,355.00	\$1,754,251.00	\$0.00	\$12,778,490.00	\$107,165.00	\$15,442,096.00	\$5,173,474.00	\$0.00	\$0.00	\$136,914.00	\$0.00
Wayne - DMA**	\$375,428.55	\$1,032,760.77	\$0.00	\$0.00	\$0.00	\$1,408,189.32	\$1,372,410.84	\$0.00	\$0.00	\$0.00	\$0.00
Wayne - CEW	\$84,549.00	\$158,059.00	\$0.00	\$1,281,594.00	\$43,540.00	\$1,567,742.00	\$242,608.00	\$0.00	\$0.00	\$0.00	\$0.00
Wayne- Detroit	\$57,425.20	\$2,254,979.98	\$0.00	\$6,681,439.00	\$0.00	\$10,000,000.00	\$3,318,561.00	\$0.00	\$0.00	\$0.00	\$0.00
Wexford	\$152,529.00	\$66,821.00	\$0.00	\$576,692.00	\$26,872.00	\$661,963.00	\$65,014.00	\$244,407.00	\$170,452.00	\$0.00	\$0.00
TOTALS	\$20,053,863.51	\$61,068,505.38	\$30,535,241.03	\$72,525,384.12	\$10,301,909.49	\$185,065,373.51	\$79,586,872.44	\$2,961,052.55	\$12,031,867.17	\$5,849,411.46	

CALL TAKING DETAIL

County	Number of Wireline 9-1-1 Calls	Number Wireless 9-1-1 Calls	Number of VoIP 9-1-1 Calls	Total 9-1-1 Calls	Total PSAP Calls on Non 9-1-1 Lines
Alcona	1,672	2,117	20	3,809	60,684
Alger	1,062	855	8	1,925	1,816
Allegan	39,604	Unknown	Unknown	39,604	83,942
Alpena	15,280	15,280	3,167	33,727	45,342
Antrim	2,722	4,798	27	7,547	5,354
Arenac	2,281	6,398	63	8,742	Not Tracked
Baraga	742	1,269	N/A	2,011	133,813
Barry	7,856	5,900	282	14,038	55,943
Bay	47,694	67,170	1,209	116,073	55,004
Benzie	1,921	3,955	Unknown	5,876	54,439
Berrien	24,986	63,288	1,583	89,857	Unknown
Branch	53,728	49,256	12,000	114,984	97,586
CCE	27,901	40,914	325	69,140	68,985
Calhoun	24,390	66,474	520	91,384	208,970
Cass	6,903	12,788	N/A	19,691	124,341
Chippewa	5,188	8,829	230	14,247	48,742
Clare	Unknown	Unknown	Unknown	Unknown	Unknown
Clinton	18,337	19,011	Inc. in Wireless	37,348	37,247
Crawford	966	1,085	1	2,052	5,041
Delta	4,097	8,081	76	12,254	Unknown
Dickinson	6,228	2,950	32	9,210	339,700
Eaton	30,961	32,593	Unknown	63,554	94,203
Genesee	219,512	319,518	9,712	548,742	123,512
Gladwin	8,173	1,788	N/A	9,961	102,829
Gogebic	3,822	2,374	N/A	6,196	11,088
Grand Traverse	12,252	26,213	167	38,632	90,771
Gratiot	16,771	7,923	Unknown	24,694	75,712
Hillsdale	14,899	20,930	117	35,946	12
Houghton	4,688	4,862	N/A	9,550	77,858
Huron	2,929	8,371	88	11,388	62,800
Ingham	44,291	120,670	4,810	169,771	348,795
Ionia	21,012	8,270	463	29,745	72,253
Iosco	5,111	6,328	196	11,635	33,612
Iron	6,018	3,916	71	10,005	29,531
Isabella	24,000	Unknown	Unknown	24,000	92,000
Jackson	39,572	83,381	3,074	126,027	205,322
Kalamazoo				0	
Kalkaska	2,128	5,023	48	7,199	50,522
Kent	98,623	226,935	79,559	405,117	562,087
Keweenaw	235	419	N/A	654	77,858
Lake	2,315	3,062	24	5,401	17,858
Lapeer	7,776	20,466	318	28,560	68,856
Leelanau	2,873	4,010	Not Tracked	6,883	39,613
Lenawee	35,425	43,300	Unknown	78,725	77,505
Livingston	Unknown	Unknown	Unknown	0	Unknown
Luce	655	688	0	1,343	7,015
Mackinac	1,492	2,460	19	3,971	8,151
County	Number of Wireline	Number Wireless 9-1-1	Number of VoIP 9-1-1 Calls	Total 9-1-1 Calls	Total PSAP Calls on Non 9-1-1 Lines

	9-1-1 Calls	Calls			
Macomb	227,759	266,797	14,929	509,485	504,300
Manistee				0	
Marquette	7,732	11,989	152	19,873	43,683
Mason/ Oceana	29,521	63,720	361	93,602	32,530
Mecosta/ Osceola	32,926	Unknown	Unknown	32,926	123,172
Menominee	2,828	3,386	25	6,239	21,439
Midland	24,437	32,548	403	57,388	47,629
Missaukee	1,476	3,283	39	4,798	Unknown
Monroe	59,930	44,160	499	104,589	N/A
Montcalm	8,166	23,242	206	31,614	128,842
Montmorency	852	2,052	0	2,904	0
Muskegon	159,148	78,061	3,709	240,918	73,618
Newaygo	8,080	3,000	N/A	11,080	31,933
Oakland	143,539	422,013	21,963	587,515	1,593,648
Ogemaw	4,333	4,447	29	8,809	44,321
Ontonagon	634	215	N/A	849	77,858
Oscoda	1,327	2,034	36	3,397	Unknown
Otsego	2,039	8,057	20	10,116	11,964
Ottawa	24,587	68,033	977	93,597	230,654
Presque Isle	Unknown	Unknown	Unknown	0	Unknown
Roscommon	7,252	6,472	0	13,724	57,577
Saint Clair	19,673	43,813	1,180	64,666	222,264
Saint Joseph	19,518	20,256	184	39,958	83,984
Saginaw	97,852	103,303	32,125	233,280	154,802
Sanilac	3,770	8,272	146	12,188	110,719
Schoolcraft	720	1,446	N/A	2,166	133,813
Shiawassee	19,000	25,000	Unknown	44,000	50,000
Tuscola	8,203	12,203	413	20,819	42,783
Van Buren	10,383	33,115	605	44,103	206,425
Washtenaw	54,074	147,264	3,487	204,825	423,033
Wayne - CWW	84,038	270,153	7002	361,193	N/A
Wayne - DMA**	35,484	118,887	3,149	157,520	Unknown
Wayne - CEW	6,241	29,333	578	36,152	36,152
Wayne- Detroit***	701,501	600,053	N/A	1,301,554	243,500
Wexford	5,271	11,646	104	17,021	61,743
TOTALS	2,711,385	3,802,171	210,530	6,724,086	8,549,098

State 9-1-1 Committee
2011 Annual Report to the Michigan Legislature
DISTRIBUTION OF EMERGENCY 9-1-1 FUNDS TO
COUNTIES
(EQUAL & PER CAPITA)
INCLUDES PAYMENTS: October 2010 – July 2011

County	Net Payment
Alcona	\$127,166
Alger	124,758
Allegan	260,385
Alpena	154,150
Antrim	143,478
Arenac	134,694
Baraga	123,333
Barry	191,052
Bay	263,807
Benzie	133,935
Berrien	335,560
Branch	174,734
Calhoun	302,785
Cass	182,748
Charlevoix	147,417
Cheboygan	147,862
Chippewa	164,816
Clare	154,548
Clinton	205,068
Crawford	130,928
Delta	164,285
Dickinson	148,938
Eaton	257,010
Emmet	155,360
Genesee	715,390
Gladwin	147,259
Gogebic	134,984
Grand Traverse	222,596
Gratiot	170,107
Hillsdale	176,008
Houghton	161,515
Huron	160,355
Ingham	501,068
Ionia	197,680
Iosco	148,702
Iron	128,953
Isabella	201,833
Jackson	332,549
Kalamazoo	447,764
Kalkaska	134,403
Kent	921,489
Keweenaw	114,260

County	Net Payment
Lake	\$126,970
Lapeer	233,768
Leelanau	140,744
Lenawee	249,345
Livingston	338,247
Luce	120,756
Mackinac	127,459
Macomb	1,228,073
Manistee	145,361
Marquette	202,043
Mason	150,662
Mecosta	168,410
Menominee	145,949
Midland	226,876
Missaukee	131,412
Monroe	316,643
Montcalm	197,220
Montmorency	125,289
Muskegon	349,021
Newaygo	178,034
Oakland	1,778,383
Oceana	148,452
Ogemaw	141,291
Ontonagon	121,638
Osceola	143,550
Oscoda	123,958
Otsego	143,881
Ottawa	452,164
Presque Isle	130,828
Roscommon	146,246
Saginaw	400,412
Saint Clair	339,597
Saint Joseph	197,713
Sanilac	172,691
Schoolcraft	123,366
Shiawassee	210,657
Tuscola	191,428
Van Buren	217,396
Washtenaw	568,670
Wayne	2,899,941
Wexford	154,377
TOTAL	\$23,054,653



A CDI Company

DRAFT REPORT FOR
NEXT GENERATION 9-1-1
PREPARED FOR
THE STATE OF MICHIGAN

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EXECUTIVE SUMMARY

CDI-Infrastructure, LLC (a Delaware Limited Liability Company) d/b/a L.R. Kimball¹ (L.R. Kimball) is pleased to provide the State of Michigan (State) the following recommendation for implementing Next Generation 9-1-1 (NG9-1-1) throughout the state of Michigan.

This report is the result of focused input from Michigan's public safety answering points (PSAPs) on the *Next Generation 9-1-1 Feasibility Study* report as presented to the SNC in December 2009. This input was received during two face-to-face meetings held in September and October 2010.

During those meetings, L.R. Kimball received further information about ongoing efforts to deploy Internet protocol (IP) enabled networks to link PSAPs within a particular region. These networks are intended, at present, to handle traditional 9-1-1 calls leaving other aspects of the legacy enhanced 9-1-1 (E9-1-1) systems in place and operating. They are a step toward NG9-1-1, but are not NG9-1-1.

As a result of these discussions, L.R. Kimball makes the following recommendations to the SNC and Michigan 9-1-1 Program staff:

- Engage a prime contractor to provide the IP backbone infrastructure to all PSAPs
- Hire a contractor to provide the NG9-1-1 services to all regional networks and PSAPs

¹ L. Robert Kimball & Associates, Inc. was recently acquired by CDI Corporation, a publicly held company, through its wholly owned subsidiary Management Recruiters, Inc. and is now known as CDI-Infrastructure, LLC d/b/a L.R. Kimball.

1. Introduction

The current 9-1-1 networks are built on antiquated technologies that are unable to keep pace with consumer adoption of mobile, IP-based communication technologies. A new 9-1-1 network is needed, and this was clearly understood as far back as 2002, when the Federal Communications Commission (FCC) commissioned Dale Hatfield to prepare a report entitled, *Report on Technical and Operational Issues Impacting the Provision of Wireless Enhanced 9-1-1 Services*; and 2004, when the FCC's Network Reliability and Interoperability Council VII (NRIC VII) Focus Group 1D report entitled, "*Communication Issues for Emergency Communications Beyond E9-1-1.*" This new network is known as Next Generation 9-1-1 (NG9-1-1).

NG9-1-1 is best described as a robust, interconnected IP-based system of systems that will allow the public to use any device to request help or send information to the appropriate public safety agency.

The underlying technology is in use today in many areas of the country for a variety of business purposes, including public safety. There are many vendors that offer systems that can provide most of the functions of NG9-1-1.

In 2009, L.R. Kimball performed a NG9-1-1 feasibility study for the Michigan State 9-1-1 Committee (SNC). As a part of this study, a survey of the PSAPs was completed. The PSAPs' responses were documented in the initial report. Based on the survey and information gathered during 16 PSAP onsite visits, L.R. Kimball provided four NG9-1-1 design options and two NG9-1-1 design recommendations.

During the December 8, 2009 presentation of the *Next Generation 9-1-1 Feasibility Study* report to the SNC, several attendees shared information that local IP networks were being planned in multiple locations. They expressed concern that implementation of a statewide network might have a detrimental impact on the development of their regional networks. With that new information, the SNC determined it needed to host a venue that would provide opportunity for the PSAP community to share their issues, concerns and information that may not have been made clear to the L.R. Kimball team during the feasibility study.

2. Methodology

On behalf of the SNC, the State 9-1-1 Office scheduled two (2) engagement sessions in different locations.

The engagement sessions were designed with two goals. The first was to explain where other states are on NG9-1-1 and what has been done in Michigan to date. The second goal was to hear from the PSAPs. While the survey for the feasibility study had been done in 2009, it was clear to SNC that there was more information on local IP network activities and general concerns that needed to be heard.

On September 21, 2010 the first session was held following an SNC meeting in Lansing. Attendance exceeded registration and numbered well over 50. The participants included both the PSAP and vendor community.

On October 28, 2010, during the Michigan Association of Public Safety Communications Officials (APCO) meetings, the second engagement session was held in Frankenmuth. Attendance again exceeded the reservations and consisted of over 50 attendees from both the PSAP and vendor community.

3. Findings From Engagement Sessions

L.R. Kimball found that there are a number of IP networks in both the planning and implementation stages. All of these networks are intended to provide IP connectivity and sharing of traditional 9-1-1 information. These networks will be able to transfer calls between PSAPs with additional information.

Some include the sharing of resources such as routers and Customer Premise Equipment (CPE) between the PSAPs.

It is clear that none of these networks is designed to provide full Emergency Services IP Network (ESInet) functionality at the present time. All 9-1-1 calls will be delivered to each PSAP or network from the current 9-1-1 system service provider's selective router. Nevertheless, these IP networks represent a significant step forward on the path toward NG9-1-1.

There have been planning efforts in and around Oakland County for some time. Clinton County and at least three other surrounding counties are working on a regional network to back up their 9-1-1 system. Counties in the Upper Peninsula (UP) region are working with local providers toward a regional network that will have sufficient bandwidth to accommodate other applications. It appears that 9-1-1 will be just one of the uses planned for these networks. Operational timing was not discussed.

Discussion of IP networks included:

- IP networks will be more costly than current analog networks.
- IP networks are only part of a NG9-1-1 network. They provide the path for NG9-1-1 functions to operate.
- IP networks such as Oakland County can be used to distribute calls to PSAPs, as long as criteria assuring end-to-end call delivery are met. This includes an IP management view into the networks (such as Oakland County's) to make sure call delivery and call quality issues are met.

In conclusion, these sessions provided information from the PSAP community on current network plans and concerns.

4. Analysis

The engagement sessions provided a clear message from the PSAP community that many were actively involved in pursuing IP connectivity between the PSAPs in their own regions. It was very clear the PSAPs involved in establishing these IP networks wanted these networks to be beneficial to the future establishment of a statewide ESInet, since the state network would only have to connect to their IP network, not each PSAP.

During the Frankenmuth session it was explained to several of the agencies that 9-1-1 calls have to be delivered every time. In order to guarantee that a 9-1-1 call over an IP network is delivered correctly and has an acceptable call quality, that IP call management needs to be in place end-to-end to monitor that call path. This will require each regional IP network to allow a management view through their networks. This management view will enable monitoring and management of calls end-to-end—guaranteeing call delivery to the PSAPs.

The PSAP community recognizes the requirement of an IP network in the development of ESInets. What the planning process for these networks has not recognized yet is the requirements placed on these networks when interconnecting to other IP networks. Management and security policies will need to be established to interconnect these networks to another ESInet to make sure call delivery and additional call information occur with public safety best practices.

The transportation of a 9-1-1 call over an IP network does not mean it qualifies as a NG9-1-1 network. The IP transport provided by an IP network is simply that: a transport mechanism for information. After the establishment of an IP network with service levels that can guarantee end-to-end call and data delivery, next generation services can be added to the network.

As stated in the December 2009 presentation on the feasibility study report, the minimum functional elements that should apply in the Michigan IP-Based 9-1-1 Network include:

- Call Access
- Call Routing
- Call termination

These functions reflect the minimum requirements for an IP-based 9-1-1 network. The solution must support commonly used IP-based telecommunications, messaging, image and video protocols in order to maintain interoperability with IP applications

To establish these functional elements several steps must be taken. A public safety grade IP network must be implemented with the following features:

- IP Transport
 - Bandwidth
 - Network management
 - Service levels

Then these Next Generation services are logically functions that occur on servers connected to the IP network:

- NG9-1-1 services
 - Border control function
 - Emergency communications routing function (ECRF)
 - Location validation function (LVF)
 - Legacy gateway

5. Recommendations

5.1 IP Network

L.R. Kimball recommends a prime contractor to provide the IP backbone infrastructure to all regional networks and PSAPs not served by a regional IP network. Service levels would be set by the SNC and/or the 9-1-1 Office, and meeting them would be the responsibility of the prime contractor. The state would be the customer of record for the contract, and would hold the prime contractor responsible for all issues. The prime contractor would be the single point of contact for the state for all issues with the delivery of IP communications to each PSAP in the state.

This prime contractor will be responsible for integration with all regional networks and guaranteeing service levels for end-to-end IP connectivity for delivery of 9-1-1 call information.

This prime contractor for IP connectivity will serve as an agent of the state developing a communication infrastructure meeting the needs of the regional entities while providing oversight and management at a state level.

This drawing represents logical connections associated with an IP network. The locally developed regional networks can be used as part of this network. They must however meet agreed-upon standards to guarantee end-to-end call delivery.

Logical layout appears as one network

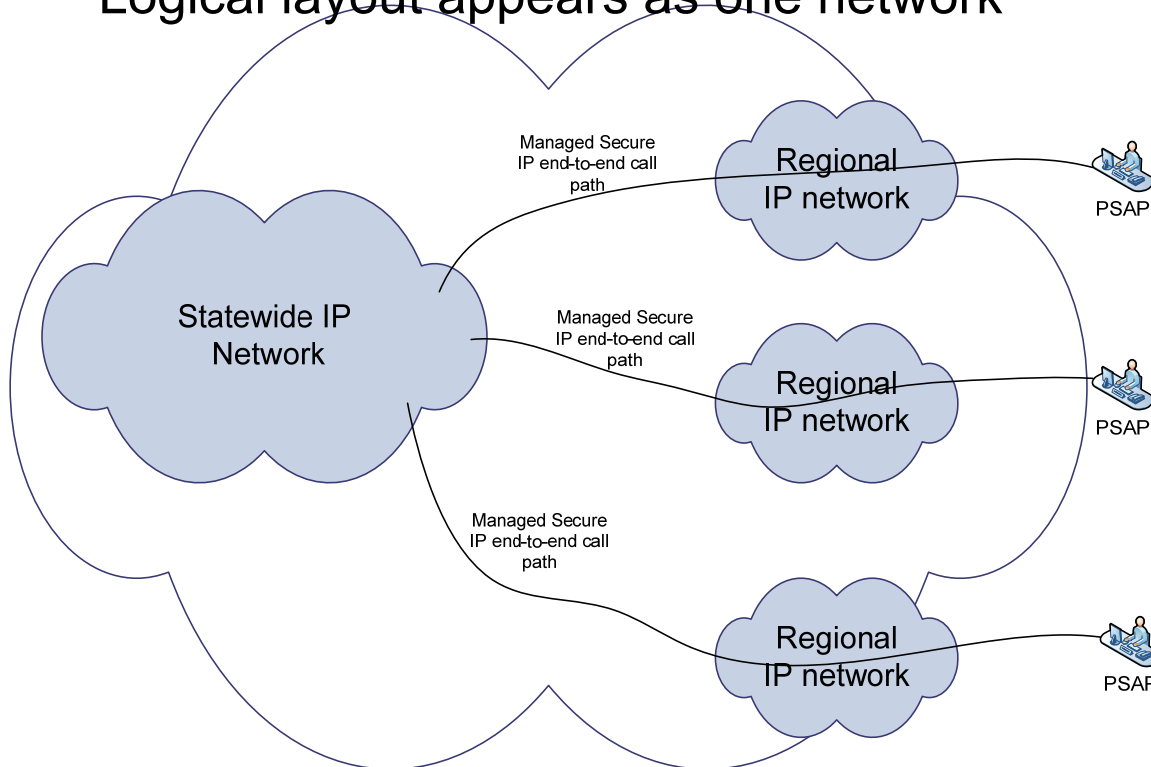


Figure 1—Logical IP Network Connections

After a secure, managed, and monitored IP network is in place NG9-1-1 services can be placed on the network. These NG9-1-1 services can be placed anywhere on the IP network, but the State should follow guidelines for resiliency and redundancy when determining locations to place the servers supporting these services.

Even though IP connectivity is established at a state level there are many NG9-1-1 services that have to occur at a local level. An example would be mapping (geographic information systems [GIS]) which may be maintained at the local level, but has to be uploaded to the State system for routing purposes. Policies and procedures regarding such will have to be developed.

L.R. Kimball believes that the costs for a State network will decrease using the existing regional networks.

In conclusion, L.R. Kimball recommends the state use the RFP process to determine the prime IP network contractor.

5.2 Next Generation Services

L.R. Kimball recommends using a contractor to provide the NG9-1-1 services to all regional networks and PSAPs. Service levels would be set by the SNC and/or the 9-1-1 Office, and meeting them would be the responsibility of the NG9-1-1 services contractor. As with the prime contractor for the IP backbone, the State would be the customer of record for the contract, and would hold the NG9-1-1 contractor responsible for all issues. The NG9-1-1 contractor would be the single point of contact for all issues with the delivery of NG9-1-1 voice and data services.

The contractor for NG9-1-1 services will be responsible for integration with all regional services and databases guaranteeing service levels for the accuracy of all data delivered to each region and PSAP. The NG9-1-1 contractor will provide redundant and resilient services with service levels meeting public safety standards.

5.3 Management of Network

Coordination between the contractor providing the IP backbone services and NG9-1-1 services is essential to the success of this project. The levels of coordination can be achieved in one of two methods. Either one of the contractors could be “prime” in charge of the other contractor providing the state with a single point of contact for issue resolution. Or, a management company could be engaged to oversee, monitor, coordinate and manage both the IP network contractor and the NG9-1-1 services contractor providing the same single point of contact to the SNC.

In review:

- An IP network needs to be established by using the RFP process. This IP network prime will coordinate with all regional networks and PSAPs.
- The State will need to use the RFP/RFI process to establish a NG9-1-1 services vendor. This vendor must closely integrate with the IP network vendor.
- The State will need to use the RFP/RFI process to establish a management company to oversee the entire function of the networks. This management company will monitor and enforce policies and service levels.

5.4 RISKS

As noted in our first report, the SNC’s role is advisory; therefore it does not have any real ability to effectively coordinate the statewide planning and migration of county-based or regional systems—something that is necessary to ultimately achieve a statewide, interconnected IP network. The 9-1-1 Program Office would be able to provide that coordinating function.

More is required than simply the ability to “coordinate.” As currently construed Michigan’s 9-1-1 statute does not authorize either the state 9-1-1 Program Office or the SNC to enter into contracts to provide a 9-1-1 network or the NG9-1-1 services that will utilize that network. If the statute is not modified to grant this authority, it will not be possible to implement these recommendations.

Additional staff with the requisite expertise will need to be available to the state 9-1-1 program office to manage these complex contracts. We understand the current political environment is driven in large part by the state’s economic circumstances, and that hiring new staff may not be possible in the near term. Nevertheless, oversight by qualified staff will need to occur and the state may need to be more creative than usual in ensuring that need is met.

The current funding mechanism poses an additional risk to progress. Under current statute, the Technical Charge allows the Local Exchange Carriers (LECs) to bill for and receive funds for providing 9-1-1 services. With the move to an IP network back bone, the opportunity exists for other network providers in addition to the LECs to compete to provide 9-1-1 services. However, since Michigan’s 9-1-1 statute allows only LECs to recover their costs, the current funding model is a roadblock to competition and the ability of alternative providers to enter the market. While this funding model was effective in moving all of Michigan to E9-1-1, it will not be adequate in its current form nor will it be flexible enough to fund NG9-1-1.

Finally, neither the SNC nor the Michigan 9-1-1 Program Office has statutory authority to perform the state-level functions that will become necessary in the NG9-1-1 environment that is recommended for Michigan. Neither the SNC nor the Michigan 9-1-1 Program Office has rulemaking authority, something that is absolutely essential to the success of NG9-1-1 in Michigan. A change in the law will be required to give the Michigan 9-1-1 Program Office and/or the SNC this rulemaking authority, as well as the authority to provide necessary state-level functions inherent in NG9-1-1.

Ultimately, the stakeholders must be united in support of these changes in the interest of statewide NG9-1-1.

**ALLOWABLE 9-1-1 SURCHARGE FUNDS
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.)

APPENDIX 5

THE BELOW DISALLOWABLE EXPENSES ARE MEANT TO SERVE AS EXAMPLES ONLY - PLEASE REFER TO THE STATE 9-1-1 COMMITTEE 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 9-1-1 SURCHARGE FUNDS
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

**DISALLOWABLE 9-1-1 SURCHARGE
FUNDS 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
Non-Emergency N-1-1 systems

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
6/21/2005**

**State 9-1-1 Committee revised
6/23/2009**

Michigan PSAP Training Fund Payment History

Payment History 2006-2010

NAME	2006	2007	2008	2009	2010
	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL
Alcona County 911	6,055	6,377	6,494	4,556	6,304
Alger County E911	0	0	0	1,139	1,801
Allegan County Central Dispatch	14,704	14,349	15,422	9,112	18,012
Allen Park Police Department	0	0	0	1,139	2,702
Alpena County Central Dispatch	0	6,377	7,305	5,126	9,005
Ann Arbor Police Department	0	0	0	0	0
Antrim County Central Dispatch Center	7,784	7,175	7,305	5,126	9,005
Arenac County Central Dispatch	6,920	5,580	6,494	5,126	9,005
Auburn Hills Police Department	7,784	7,175	7,305	5,695	9,005
Barry County Central Dispatch	11,244	11,160	11,363	8,543	15,310
Bay County 911 Central Dispatch	19,894	17,537	16,233	12,539	19,813
Benzie County Sheriff Department	0	0	0	0	8,105
Berkley Department of Public Safety	0	0	0	4,525	0
Berrien County Sheriff's Department	0	0	0	0	24,315
Beverly Hills Public Safety Department	0	0	0	2,278	4,503
Birmingham Police Department	5,190	5,580	5,682	3,987	5,403
Bloomfield Hills Public Safety Department	0	3,189	0	2,278	3,602
Bloomfield Township Police Department	10,379	9,566	9,740	7,973	12,608
Branch County 911/Central Dispatch	0	0	0	0	0
Brownstown Police Department	0	0	0	3,417	5,403
Calhoun County Consolidated Disp Authority	0	0	0	0	27,017
Canton Township Department of Public Safety	12,974	13,552	11,363	9,682	15,310
Cass County Sheriff Department	7,784	7,175	7,305	5,126	8,105
CCE Central Dispatch Authority	0	0	14,610	10,821	17,111
Center Line Public Safety Department	0	2,392	3,247	2,278	3,602
Central Michigan University	0	3,985	4,058	1,709	5,403
Chelsea Police Department	0	4,783	3,247	2,278	4,503
Chesterfield Twp Police Department	0	7,972	8,116	0	0
Chippewa County Central Dispatch	8,649	7,972	8,116	6,265	12,608
Clare County Central Dispatch	7,784	7,175	7,305	5,695	9,906
Clay Township	4,325	3,189	3,247	2,278	3,602
Clinton County Central Dispatch	9,514	10,363	10,552	7,404	13,509
Clinton Township Police Department	10,379	10,363	11,363	7,973	0
Crawford Emergency Central Dispatch	0	0	0	0	7,204
Dearborn 911 Communications	0	0	0	0	17,111
Dearborn Heights Police Department	0	0	12,175	8,543	14,409
Delta County Central Dispatch	0	0	7,305	4,556	7,204
Detroit Emergency Telephone District	0	0	0	0	113,472
Dickinson County Central Dispatch	7,784	0	0	5,126	9,005
East Lansing Police Department	12,974	11,957	12,175	8,543	13,509
Eastern Michigan University Police Department	0	3,985	4,058	2,848	4,503
Eaton County Central Dispatch	21,624	19,132	20,292	13,099	21,614
Ecorse Police/Ecorse Fire	0	0	0	0	0
Farmington Department of Public Safety	0	0	4,058	2,848	4,503
Farmington Hills Police Department	0	0	16,233	11,390	18,012
Fenton Police Department	4,325	3,985	4,058	2,848	5,403
Ferndale Police Department	0	0	0	0	5,403

Flat Rock Police Department	0	0	0	570	
Flint 911	21,624	21,524	20,292	3,987	21,614
Fraser Department of Public Safety	5,190	5,580	5,682	15,377	5,403
Garden City Police Department	0	0	0	0	
Genesee County 911 Authority	29,409	27,901	26,785	19,364	30,619
Gilbralter Police Department	0	0	0	0	0
Gladwin County Central Dispatch	7,784	7,972	8,928	6,265	9,906
Grand Rapids Police Department	33,734	31,089	30,843	20,503	35,123
Grand Traverse Central Dispatch	12,974	11,957	13,799	9,682	16,211
Gratiot County Central Dispatch	7,784	7,175	0	0	0
Grosse Ile Township Police Department	0	0	0	0	4,503
Grosse Pointe City DPS	0	0	0	0	0
Grosse Pointe Farms	0	0	0	0	0
Grosse Pointe Park DPS	3,460	3,189	3,247	2,278	3,602
Grosse Pointe Shores DPS	0	0	0	2,278	3,602
Grosse Pointe Woods DPS	0	0	0	2,278	0
Harper Woods Police Department	0	0	2,435	1,709	3,602
Hazel Park Police Department	0	0	0	1,709	2,702
Hillsdale County Central Dispatch	11,244	9,566	9,740	6,834	11,708
Holly Police Department	0	0	3,247	2,278	4,503
Huron Central Dispatch	8,649	7,972	8,116	6,265	9,906
Huron Township Police-Fire	0	0	0	0	5,403
Ionia County Central Dispatch	12,109	11,160	11,363	7,404	11,708
Iosco County Central Dispatch	10,379	9,566	9,740	6,265	9,906
Iron County 911	0	0	0	4,556	9,006
Isabella County Central Dispatch	11,244	9,566	9,740	6,834	11,708
Jackson County Central Dispatch	0	0	0	0	18,012
Kalamazoo County Sheriff Department			3,247	0	3,602
Kalamazoo DPS	0	15,944	15,422	10,251	18,012
Kalamazoo Township Police Department	3,460	0	4,058	0	4,503
Kalkaska County Central Dispatch	5,190	4,783	5,682	3,417	6,304
Kent County Sheriff Department	0	0	0	15,377	25,216
Lake County 911 Central Dispatch	0	6,377	6,494	5,126	9,906
Lake Orion Police Department	0	0	0	0	4,503
Lansing Police Dept/Ingham Cty Central Dispatch	44,113	42,250	41,395	26,767	42,327
Lapeer County Central Dispatch	14,704	13,552	13,799	9,682	16,211
Leelanau County Central Dispatch	8,649	6,377	8,116	5,695	9,906
Lenawee County Sheriff Department	0	12,754	12,987	10,251	16,211
Livingston County 911 Central Dispatch	23,354	22,321	22,727	14,808	23,415
Livonia Police Department	0	8,360	8,116	5,126	8,105
Macomb County Sheriff's Department	17,299	18,334	18,668	13,668	21,614
Madison Heights Police Department	6,920	7,175	6,494	5,126	0
Manistee Co. 911 Central Dispatch	0	0	0	0	0
Marquette County Central Dispatch	9,514	7,972	8,116	6,265	10,806
Mason-Oceana 911	12,109	11,160	11,363	7,973	13,509
Meceola Consolidated Central Dispatch Authority	12,974	11,957	12,175	8,543	14,409
Menominee County 911	0	7,175	7,305	5,126	9,005
Midland County Central Dispatch Authority	14,704	13,552	12,987	9,112	15,310
Milan Police Department	0	3,189	0	0	0
Milford Police Department	0	0	4,058	2,278	0
Missaukee County Sheriffs Office	6,920	5,580	4,058	2,278	4,503
Monroe County Central Dispatch	0	0	17,045	11,960	19,813
Montcalm County Central Dispatch	12,974	11,160	12,987	9,112	16,211
Montmorency County 911 Sheriff Department	3,460	0	0	0	0

Muskegon Central Dispatch	19,029	19,132	18,668	13,668	23,415
Newaygo County 9-1-1 Central Dispatch	0	0	0	0	9,906
Niles Police Department	0	0	6,494	9,049	6,304
Northville Township Public Safety	7,784	7,175	8,116	0	10,806
Novi Regional Police Department	14,704	12,754	12,987	9,112	13,509
Oak Park Department of Public Safety	0	0	0	3,417	4,503
Oakland County Sheriff Department	35,464	32,274	34,090	24,489	39,625
Ogemaw County Central Dispatch	6,920	6,377	7,305	5,126	8,105
Otsego County 911 Dispatch	5,190	4,783	4,870	0	0
Ottawa County Central Dispatch	30,274	27,104	27,596	19,364	30,619
Oxford Police Department	0	0	0	0	4,503
Pittsfield Township Public Safety Department	0	0	0	0	7,204
Plymouth Community Communications Center	9,514	7,972	7,305	6,265	9,906
Pontiac Police Department	15,569	11,160	0	0	0
Portage Police Department	8,649	7,972	8,116	0	0
Presque Isle County E-911	0	0	0	0	3,602
Redford Police Department	0	0	5,682	3,987	6,304
Richmond Police Department	4,325	3,985	4,058	2,848	4,503
River Rouge Police Department	0	0	0	0	0
Riverview Police Department	0	0	0	0	0
Rochester Police Department	0	3,189	3,247	2,278	3,602
Rockwood Police Department	0	0	0	2,278	3,602
Romeo Police Department	3,460	0	0	2,278	4,503
Romulus Police Department	0	0	0	0	7,204
Roscommon County Central Dispatch	9,514	8,769	8,116	5,695	9,906
Roseville Police Department	4,325	0	0	0	3,602
Royal Oak Police Department	0	0	0	0	9,005
Saginaw County Central Dispatch	33,734	0	30,843	21,072	34,222
Saline Police Department	0	0	0	0	3,602
Sanilac County Central Dispatch	0	7,175	7,305	0	8,105
Shelby Township Police Department	8,649	7,175	8,116	5,695	0
Shiawassee County 911	9,514	8,769	8,928	6,265	9,906
South Haven Dispatch Center	4,325	3,985	4,058	2,278	4,503
Southfield Department of Public Safety	17,299	17,537	17,045	11,960	18,912
St Clair County Central Dispatch	0	11,160	12,175	10,251	19,813
St Clair Shores Police Department	9,514	8,769	8,928	6,265	9,906
St Joseph Police Department	0	0	0	0	0
St. Joseph County Central Dispatch--9-1-1	13,839	12,754	12,175	9,682	15,310
Sterling Heights Police Department	19,029	17,537	17,857	12,529	20,713
Sumpter Township Police Department	6,055	4,783	0	0	0
Taylor Police Department	0	4,783	6,494	3,987	9,005
Trenton Police Department	0	0	1,623	2,278	3,602
Troy Police Department	0	15,944	16,233	10,821	18,012
Tuscola County Central Dispatch Authority	11,244	10,363	11,363	6,834	11,708
University of Michigan Dept. of Public Safety	0	10,363	8,928	6,834	0
Utica Police Department	0	3,189	0	0	0
Van Buren County Central Dispatch	10,379	10,363	10,552	6,834	11,708
Van Buren Township Public Safety	0	0	6,494	5,126	0
Walled Lake Police Department	0	0	0	2,848	0
Warren Police Department	19,029	17,537	17,857	11,390	18,012
Washtenaw Central Dispatch	13,839	12,754	12,175	0	0
Waterford Township Police Department	11,244	9,566	0	7,404	13,509

Wayne County Central Communications	0	0	0	2,848	5,403
Wayne Police Department	6,920	6,377	5,682	3,987	7,204
West Bloomfield Police Department	12,974	11,957	12,175	8,543	12,608
Western Michigan University Police Department	2,595	3,189	3,247	2,278	3,602
Westland Police Department	14,704	13,552	0	9,112	0
Wexford County Sheriff/Central Dispatch	7,784	7,175	7,305	5,126	8,105
White Lake Township Police Department	0	3,189	4,058	2,848	5,403
Woodhaven Police Department	0	0	0	1,139	0
Wyandotte Police Department	0	0	0	2,278	4,503
Michigan State Police	32,867	58,190	58,440	44,420	74,747

STATE 9-1-1 COMMITTEE
2011 Annual Report to the Michigan Legislature
APPROVED DISPATCHER TRAINING COURSES

<i>Course Name</i>	<i>Course Number</i>	<i>Course Hours</i>	<i>Expiration Date</i>	<i>Training Provider</i>	<i>Course Coordinator</i>		<i>Phone Number</i>
Basic Telecommunicator Course (ON-LINE)	AST 201101C	40	11/1/2012	Advanced Systems Technology, Inc.	James	Sanders	(580) 248-0321
2010 Director's Summer Seminar	MCDA 201005A	16	1/31/2011	Michigan Communications Directors Association	Laurie	Smalla	(231) 796-5765
40 Hour Advanced Dispatch School	SCC 200808A	40	6/1/2012	Success Communications, Inc.	Michelle	Rasmussen	(517) 543-6141
40 Hour Beginning Dispatch School	SCC 200707	40	6/1/2012	Success Communications, Inc.	Michelle	Rasmussen	(517) 543-6141
40 Hour Instructor Certification	SCC 200908A	40	6/1/2012	Success Communications, Inc.	Michelle	Rasmussen	(517) 543-6141
911 Dispatcher Personal Skills	LMC 200905A	24	6/1/2011	Lake Michigan College	Debbie	Gillespie	(269) 926-4293
9-1-1 Ethics and Liability	OCC 200902A	8	1/31/2013	Oakland Police Academy	Mary	Griffin	(248) 232-4610
9-1-1 Liability	PWH 200808	8	1/14/2013	PowerPhone, Inc.	Eric	Frey	(800) 537-6937
9-1-1 Liability	SCC 200803	8	6/1/2012	Success Communications, Inc.	Michelle	Rasmussen	(517) 543-6141
911 Dispatch Liability	MNA 201001A	8	5/1/2013	MACNLOW Associates	Denise	Willis	(989) 362-9660
911 Operator TDD Training - On-line	VAL 200902A	2	02/25/2011	Valencia Enterprises	Aimee	Kincaid	(407) 582-6770
9-1-1 Supervision	PWH 200809	16	1/14/2013	PowerPhone, Inc.	Eric	Frey	(800) 537-6937
A Matter of Life & Death	SCC 200602	16	6/1/2012	Success Communications, Inc.	Michelle	Rasmussen	(517) 543-6141
Achieving Supervisory Excellence	MNA 200801E	24	5/1/2012	MACNLOW Associates	Wendy	Kimmerer	(989) 362-9660
Active Shooter	PSI 201103A	8	5/28/2012	Public Safety Group	Tony	Harrison	(405) 348-2774
Active Shooter Incidents for Public Safety Communications	APCO 200801	8	6/1/2012	APCO Institute, Inc.	Kathy	Schatel	(386) 944-2483
Active Shooter Situations	PST 201103J	8	7/1/2013	Public Safety Training Consultants	Kevin	Willett	(650) 591-7911
Active Shooting Response	PWH 200805A	8	1/14/2013	Powerphone, Inc.	Eric	Frey	(800) 537-6937
Advanced Dispatch	MNA 200802E	16	5/1/2012	MACNLOW Associates	Wendy	Kimmerer	(989) 362-9660
Advanced Fire Dispatch-Recertification	PWH 200901B	8	1/14/2013	PowerPhone, Inc.	Eric	Frey	(800) 537-6937
Advanced Law Enforcement Dispatch Recertification	PWH 200903B	8	1/14/2013	PowerPhone, Inc.	Maureen	Beckerman	(800) 537-6937

Advanced Public Safety Dispatch	PWH 200902A	40	1/14/2013	PowerPhone, Inc.	Eric	Frey	(800) 537-6937
Advanced Supervision	MNA 200606E	24	5/1/2012	MACNLOW Associates	Wendy	Kimmerer	(989) 362-9660
American Heart Association CPR, AED, 1st Aid	OCE 201106A	8	5/1/2013	Otsego County EMS	Michael	Czykoski	(989) 732-9085
AHA Heartsaver Basic Life Support CPR/AED and American Safety and Health Institute Bloodborne Pathogens Course	ECES 201012A	4	6/1/2012	Emergency Care Educational Services	Ilene	Mayou	(715) 732-1231
Anger Management	SCC 200804	8	6/1/2012	Success Communications, Inc.	Michelle	Rasmussen	(517) 543-6141
Aqua Software Training	PDIS 200603	6	7/1/2012	Priority Dispatch Corporation	Jon	Stones	(801) 363-9127
Being the Best!	PST 201103I	8	7/1/2013	Public Safety Training Consultants	Kevin	Willett	(650) 591-7911
Building 911 Life Bridges to Suicidal Callers	MCI 200905A	16	8/25/2013	911 Training Institute	James	Marshall III	(231) 439-3900
Building Exceptional Dispatch Teams	MNA 200811A	8	5/1/2013	MACNLOW Associates	Wendy	Kimmerer	(989) 362-9660
Building the Exceptional Supervisor-Best Boss Practices/Leadership	MNA 200907A	7	5/1/2013	MACNLOW Associates	Wendy	Kimmerer	(989) 362-9660
Burnout: An Examination of the Relationship between the Person and Duties	SCC 201103A	8	6/1/2013	Success Communications, Inc.	Michelle	Rasmussen	(517) 543-6141
Career and Officer Survival for Dispatchers	NWTC 201106A	8	6/1/2013	Northeast Wisconsin Technical College	Michael	Molnar	(920) 498-7175
Center Manager Certification Program	NENA 201105A	40	6/1/2013	NENA National	Chris	Nussman	(703) 812-4600
Child Callers	SCC 201002A	8	6/1/2012	Success Communications, Inc.	Michelle	Rasmussen	(517) 543-6141
Coaching for High Quality Work Performance	MNA 200804A	7	5/1/2012	MACNLOW Associates	Wendy	Kimmerer	(989) 362-9660
Communications Center Supervisor Course (ON-LINE)	AST 201101A	24	11/1/2012	Advanced Systems Technology, Inc.	James	Sanders	(580) 248-0321
Communications Center Officer (CTO)	PSI 200702	16	5/28/2012	Public Safety Group	Tony	Harrison	(877) 794-9389
Communications Center Supervisor-4th Edition	APCO 200909A	24	6/1/2011	APCO Institute, Inc.	Kathy	Schatel	(386) 944-2483
Communications Center Supervisor-4th Edition-Online	APCO 200909B	24	6/1/2011	APCO Institute, Inc.	Kathy	Schatel	(386) 944-2483
Communications Center Supervisor	PSI 200705	16	5/28/2012	Public Safety Group	Tony	Harrison	(877) 794-9389
Communications Center Supervisor 3rd Edition	APCO 200803D	24	6/1/2012	APCO Institute, Inc.	Kathy	Schatel	(386) 944-2483
Communications Center Supervisor 3rd Edition-Online	APCO 200803E	24	6/1/2012	APCO Institute, Inc.	Kathy	Schatel	(386) 944-2483
Communications Training and Evaluation Program	DDW 200501	32	4/15/2012	DeWolf & Associates	Dan	DeWolf	(248) 332-2208
Communications Training Officer (CTO) 4th Edition Institute	APCO 200803C	24	6/1/2012	APCO Institute, Inc.	Kathy	Schatel	(386) 944-2483

Communications Training Officer (CTO) 4th Edition Institute-Online	APCO 200803B	24	6/1/2012	APCO Institute, Inc.	Kathy	Schatel	(386) 944-2483
Complacency, Cannibalism & Critical Thinking	PST 201103H	8	7/1/2013	Public Safety Training Consultants	Kevin	Willett	(650) 591-7911
Conflict Management	SCC 200804A	8	6/1/2012	Success Communications, Inc.	Michelle	Rasmussen	(517) 543-6141
Conflict Resolution	SCC 200702	8	6/1/2012	Success Communications, Inc.	Michelle	Rasmussen	(517) 543-6141
Continuing Dispatch Education (CDEs)	PDIS 200811A	8	7/1/2012	Priority Dispatch Corporation	Jon	Stones	(801) 363-9127
Counseling and Discipline: Look for Win Win	MNA 200804B	8	5/1/2012	MACNLOW Associates	Wendy	Kimmerer	(989) 362-9660
Crime in Progress	PSI 201012A	8	5/28/2012	Public Safety Group	Tony	Harrison	(877) 794-9389
Criminal Law Introduction for Public Safety Dispatchers	OCC 200701	7	1/31/2013	Oakland Police Academy	Mary	Griffin	(248) 232-4610
Crisis Communications	PST 201103G	8	7/1/2013	Public Safety Training Consultants	Kevin	Willett	(650) 591-7911
Critical Incident Dispatching	PSI 200701	16	5/28/2012	Public Safety Group	Tony	Harrison	(877) 794-9389
Critical Incident Stress	PSI 200706	8	5/28/2012	Public Safety Group	Tony	Harrison	(877) 794-9389
Critical Incident Stress Management-Group Crisis Intervention	CTC 201003A	14	7/1/2011	Contact Training & Consulting, LLC	Michelle	Rose-Armstrong	(734) 368-1114
Critical Incident Stress Management	APCO 201003A	8	6/1/2011	MI APCO	Jennifer	Couch	(248) 975-9200
CRJ111 Telecommunications I (Basic)	BKR 200908A	40	6/1/2011	Baker College	Timothy	Eklin	(810) 766-4176
CRJ112 Telecommunications II (Advanced)	BKR 201003A	40	6/1/2011	Baker College	Timothy	Eklin	(810) 766-4176
CTO Workshop	PST 201103L	8	7/1/2013	Public Safety Training Consultants	Kevin	Willett	(650) 591-7911
CTO-Update	DDW 200804A	8	4/15/2012	DeWolf & Associates	Dan	DeWolf	(248) 332-2208
Cultural Diversity	KVCC 200904A	8	06/01/2011	Kalamazoo Valley Community College	Richard	Ives	(269) 488-4341
Cultural Diversity	SCC 200709	16	6/1/2012	Success Communications, Inc.	Michelle	Rasmussen	(517) 543-6141
Customer Service	SCC 200706	8	6/1/2012	Success Communications, Inc.	Michelle	Rasmussen	(517) 543-6141
Customer Service for 911 Professionals	OCC 200903A	8	1/31/2013	Oakland Police Academy	Mary	Griffin	(248) 232-4610
Customer Service in Todays Public Safety Communications Center	APCO 200907A	8	6/1/2012	APCO Institute, Inc.	Kathy	Schatel	(386) 944-2483
Customer Service in Todays Public Safety Communications Center-Online	APCO 200907B	8	6/1/2012	APCO Institute, Inc.	Kathy	Schatel	(386) 944-2483
Customer Service the 9-1-1 Way	PST 201103F	8	7/1/2013	Public Safety Training Consultants	Kevin	Willett	(650) 591-7911
Delivering Exemplary Customer Service/Community Relations	MNA 200602E	15	5/1/2012	MACNLOW Associates	Wendy	Kimmerer	(989) 362-9660

Disaster Operations and the Communications Center	APCO 201011A	8	6/1/2012	APCO Institute, Inc.	Kathy Schatel	(386) 944-2483
Disaster Operations and the Communications Center-Online	APCO 201011B	8	6/1/2012	APCO Institute, Inc.	Kathy Schatel	(386) 944-2483
Dispatcher Liability	MSP 200912B	2	8/1/2011	Michigan State Police-Training Division	Dave Greydanus	(517) 636-5456
Dispatching with Pride and Integrity	MNA 200908A	8	5/1/2013	MACNLOW Associates	Wendy Kimmerer	(989) 362-9660
Dispatching Officer Down Calls	MNA 200705E	8	5/1/2012	MACNLOW Associates	Wendy Kimmerer	(989) 362-9660
Dispatching Suicide Calls	MNA 200706E	8	5/1/2012	MACNLOW Associates	Wendy Kimmerer	(989) 362-9660
Domestic Violence	PSI 200602	8	5/28/2012	Public Safety Group	Tony Harrison	(877) 794-9389
Domestic Violence	SCC 200809A	8	6/1/2012	Success Communications, Inc.	Michelle Rasmussen	(517) 543-6141
Domestic Violence Intervention	PWH 200802	8	1/14/2013	PowerPhone, Inc.	Eric Frey	(800) 537-6937
EMD Concepts - 1st Edition	APCO 200522	8	6/1/2012	APCO Institute, Inc.	Kathy Schatel	(386) 944-2483
EMD Concepts - 1st Edition-Online	APCO 200523	8	6/1/2012	APCO Institute, Inc.	Kathy Schatel	(386) 944-2483
EMD Manager	APCO 201003B	8	6/1/2011	APCO Institute, Inc.	Kathy Schatel	(386) 944-2483
EMD Manager	APCO 201003C	8	6/1/2011	APCO Institute, Inc.	Kathy Schatel	(386) 944-2483
Emergency Fire Dispatch	PDIS 200806A	24	7/1/2012	Priority Dispatch Corporation	Jon Stones	(801) 363-9127
Emergency Fire Dispatch-Quality Assurance	PDIS 200601	16	7/1/2012	Priority Dispatch Corporation	Jon Stones	(801) 363-9127
Emergency Medical Dispatch	PWH 200803	24	1/14/2013	PowerPhone, Inc.	Eric Frey	(800) 537-6937
Emergency Medical Dispatch	PDIS 200806B	24	7/1/2012	Priority Dispatch Corporation	Jon Stones	(801) 363-9127
Emergency Medical Dispatch 5th Edition, Ver. 2	APCO 200520	32	6/1/2012	APCO Institute, Inc.	Kathy Schatel	(386) 944-2483
Emergency Medical Dispatch 5th Edition, Ver. 2-On-line	APCO 200907C	32	6/1/2012	APCO Institute, Inc.	Kathy Schatel	(386) 944-2483
Emergency Medical Dispatch Instructor 5th Edition, Version 2	APCO 200803A	40	6/1/2012	APCO Institute, Inc.	Kathy Schatel	(386) 944-2483
Emergency Medical Dispatch Instructor 5th Edition, Version 2-Online	APCO 200803F	40	6/1/2012	APCO Institute, Inc.	Kathy Schatel	(386) 944-2483
Emergency Medical Dispatch Recertification	PWH 200903A	8	1/14/2013	PowerPhone, Inc.	Maureen Beckerman	(800) 537-6937
Emergency Medical Dispatch-Quality Assurance	PDIS 200602	16	7/1/2012	Priority Dispatch Corporation	Jon Stones	(801) 363-9127
Emergency Police Dispatch	PDIS 200806C	24	7/1/2012	Priority Dispatch Corporation	Jon Stones	(801) 363-9127
Emergency Police Dispatch-Quality Assurance	PDIS 200702	16	7/1/2012	Priority Dispatch Corporation	Jon Stones	(801) 363-9127
Emergency Telecommunicator Course	PDIS 200703	40	7/1/2012	Priority Dispatch Corporation	Jon Stones	(801) 363-9127
Emergency Telecommunicator-Instructor	PDIS 200701	24	7/1/2012	Priority Dispatch Corporation	Jon Stones	(801) 363-9127

Emotional Survival and Law Enforcement Integrity/Stress	MNA 201103A	8	5/1/2013	MACNLOW Associates	Wendy	Kimmerer	(989) 362-9660
Ethics	SCC 200801	8	6/1/2012	Success Communications, Inc.	Michelle	Rasmussen	(517) 543-6141
Excel 2002 - Complete Concepts and Techniques	TRE 200903A	14	12/1/2012	Training Edge, LLC	George	Lutz	(517) 983-3315
Executive Leadership Forum/911 Dispatch	MNA 200808A	16	5/1/2012	MACNLOW Associates	Wendy	Kimmerer	(989) 362-9660
Executive Management Summit	SCC 201002B	7	6/1/2012	Success Communications, Inc.	Michelle	Rasmussen	(517) 543-6141
Fire Communication	PSI 200603	8	5/28/2011	Public Safety Group	Tony	Harrison	(877) 794-9389
Fire Communications	OCC 200901B	16	1/31/2013	Oakland Police Academy	Mary	Griffin	(248) 232-4610
Fire Safety Dispatch	PWH 201101B		1/14/2013	PowerPhone, Inc.	Eric	Frey	(203) 245-8911
Fire Service Communications-1st Edition	APCO 200606	32	6/1/2012	APCO Institute, Inc.	Kathy	Schatel	(386) 944-2483
Fire Service Communications-1st Edition-Instructor Course	APCO 200604	40	6/1/2012	APCO Institute, Inc.	Kathy	Schatel	(386) 944-2483
Fire Service Communications-1st Edition-Instructor Course-Online	APCO 200603	40	6/1/2012	APCO Institute, Inc.	Kathy	Schatel	(386) 944-2483
Fire Service Communications-1st Edition-Online	APCO 200605	32	6/1/2012	APCO Institute, Inc.	Kathy	Schatel	(386) 944-2483
Generations in the Workplace	DCC 200904A	6	08/31/2011	Delta College	Terry	Rock	(989) 758-3610
Handling Despondent or Suicidal Callers	OCC 201105A	8	1/31/2013	Oakland Police Academy	Mary	Griffin	(248) 232-4610
Handling Domestic Violence Calls	MNA 200608E	8	5/1/2012	MACNLOW Associates	Wendy	Kimmerer	(989) 362-9660
Handling Methamphetamine Calls	TRE 200903B	8	12/1/2012	Training Edge, LLC	John	Porter	(616) 633-6520
High Risk Events	PST 201103E	8	7/1/2013	Public Safety Training Consultants	Kevin	Willett	(650-591-7911
Homeland Security	PWH 200804	8	1/14/2013	Powerphone, Inc.	Eric	Frey	(800) 537-6937
Homeland Security for Emergency Dispatchers	TRE 200906A	8	12/1/2012	Training Edge, LLC	John	Porter	(616) 633-6520
Homeland Security: The Dispatcher's Role	OCC 200901A	8	1/31/2013	Oakland Police Academy	Mary	Griffin	(248) 232-4610
Homeland Security: The Telecommunicator's Role	SCC 201001A	8	6/1/2012	Success Communications, Inc.	Michelle	Rasmussen	(517) 543-6141
Hostage Negotiations	PWH 200805	8	1/14/2013	PowerPhone, Inc.	Eric	Frey	(800) 537-6937
Hostage & Crisis Negotiation	MSP 201001A	8	8/1/2011	Michigan State Police-Training Division	Dave	Greydanus	(517) 636-5456
ICS 100-Introduction to the Incident Command System	ACC 200902A	8	05/01/2011	Alpena Community College	Mark	Gurisko	(989) 354-9111
ICS 200-ICS Single Resources and Initial Action Incidents	ACC 200902B	13	05/01/2011	Alpena Community College	Mark	Gurisko	(989) 354-9111
ICS 800-National Response Framework, An Introduction	ACC 200902C	8	05/01/2011	Alpena Community College	Mark	Gurisko	(989) 354-9111
ICS-300-Intermediate ICS for Expanding Incidents	ACC 200905B	16	5/1/2011	Alpena Community College	Mark	Gurisko	(989) 354-9111
ICS-300-Intermediate ICS for Expanding Incidents	RGN6 200809A	18	9/30/2012	Region 6 Training Committee	Rich	Szczepane k	(616) 638-0930

ICS-400-Advanced ICS	ACC 200905B	16	5/1/2011	Alpena Community College	Mark	Gurisko	(989) 354-9111
ICS-400-Advanced ICS Command and General Staff-Complex Incidents	RGN6 200809B	14	9/30/2012	Region 6 Training Committee	Rich	Szczepane k	(616) 638-0930
ICS-700a - National Incident Management System, An Introduction	ACC 200902D	8	05/01/2011	Alpena Community College	Mark	Gurisko	(989) 354-9111
In-Progress	PST 201103D	8	7/1/2013	Public Safety Training Consultants	Kevin	Willett	(650) 591-7911
Interest Based Bargaining and Day to Day Labor Relations	MNA 200903A	8	5/1/2013	MACNLOW Associates	Wendy	Kimmerer	(989) 362-9660
Introduction to Next Generational 911	KVCC 200909A	8	6/1/2011	Kalamazoo Valley Community College	Richard	Ives	(269) 488-4341
Is the Killer the Caller	APCO 201101A	8	11/30/2012	MI-APCO	Jeff	Troyer	(269) 781-9713
Is the Killer the Caller	OCC 200809A	8	1/31/2013	Oakland Police Academy	Joe	Marchetti	(248) 232-4220
IWR160-WMD Standardized Awareness Training	ACC 200903A	6	05/01/2011	Alpena Community College	Mark	Gurisko	(989) 354-9111
Keys to Successful Leadership	MNA 200907B	8	5/1/2013	MACNLOW Associates	Wendy	Kimmerer	(989) 362-9660
Law Enforcement Dispatch	PWH 201101A	16	1/14/2013	PowerPhone, Inc.	Eric	Frey	(203) 245-8911
Leadership Development	MSP 200908A	36	8/1/2011	Michigan State Police- Training Division	Kandyc e	Tabeling	(517) 322-5585
Leadership Skills	DDW 200701	16	4/15/2012	DeWolf & Associates	Dan	DeWolf	(248) 332-2208
Leadership I: Becoming a Great Supervisor	SCC 200603	16	6/1/2012	Success Communications, Inc.	Michelle	Rasmussen	(517) 543-6141
Leadership II: The Professional Supervisor	SCC 200704	16	6/1/2012	Success Communications, Inc.	Michelle	Rasmussen	(517) 543-6141
Leadership III: The Professional Supervisor- Advanced	SCC 200705	16	6/1/2012	Success Communications, Inc.	Michelle	Rasmussen	(517) 543-6141
Leadership IV: Coaching, Counseling and Discipline	SCC 201002C	16	6/1/2012	Success Communications, Inc.	Michelle	Rasmussen	(517) 543-6141
Leading and Supervising Generation X and the Millennials	MNA 200701E	8	5/1/2012	MACNLOW Associates	Wendy	Kimmerer	(989) 362-9660
Legal Update & Michigan Criminal Law	MSP 200912A	4	8/1/2011	Michigan State Police- Training Division	Dave	Greydanus	(517) 636-5456
LEIN Basic/Hands on Training/Certification	LSS 201002A	8	10/1/2012	LEIN Solutions, LLC	Carol	Price	(810) 513-3165
LEIN Basic Operator School	MSP 200910A	6	7/1/2011	Michigan State Police- LEIN Field Services	Kevin	Collins	(517) 636-4544
LEIN TAC Basic	MSP 200907A	8	7/1/2011	Michigan State Police- LEIN Field Services	Diane	Doubrava	(517) 636-4541
LEIN Update for Directors	MSP 200911A	3	7/1/2011	Michigan State Police- LEIN Field Services	Kevin	Collins	(517) 636-4544
Management I	SCC 201011A	16	6/1/2012	Success Communications, Inc.	Michelle	Rasmussen	(517) 543-6141
Methamphetamine Awareness	MSP 201002A	4	8/1/2011	Michigan State Police- Training Division	David	Greydanus	(517) 636-5456
MI-APCO 2010 Fall Conference	APCO 201008A	8	12/31/2010	MI-APCO	Kim	Ostin	(586) 489-9356

MI-APCO 2010 Fall Pre-Conference	APCO 201009A	6	12/31/2010	MI-APCO	Kim	Ostin	(586) 489-9356
Today's 911 Network TERT Team Leader Training	APCO 201102A TERT 201009A	3	11/30/2012	MI-APCO	Jeff	Troyer	(269) 781-9713
MMRMA 2010, 9-1-1 Director's Training	MMRMA 201010A	8	9/30/2012	MI-TERT	Lisa	Hall	(989) 839-6464
MMRMA 2010, 9-1-1 Director's Training	MMRMA 201010A	16	12/31/2010	Michigan Municipal Risk Management	Vic	Martin	(810) 667-0217
Morale: Whose Responsibility Is it?	MNA 200702E	8	5/1/2012	MACNLOW Associates	Wendy	Kimmerer	(989) 362-9660
Motivating Your Workforce	SCC 200703	8	6/1/2012	Success Communications, Inc.	Michelle	Rasmussen	(517) 543-6141
NECI Fire Communications Officer Certification and Recertification	OPD 201007A	24	8/1/2012	Oxford Police Department	Debbie	O'Farrell	(248) 628-2581
NECI Emergency Medical Dispatch Officer	OPD 201007B	24	8/1/2012	Oxford Police Department	Debbie	O'Farrell	(248) 628-2581
NENA - 2011 Conference	NENA 201104A	18	12/31/2011	NENA-Michigan Chapter	Dee Ann	Summerset	(989) 673-8738
NENA - 2011 Pre-conference	NENA 201104B	8	12/31/2011	NENA-Michigan Chapter	Chris	Nussman	(800) 332-3911
Next Generation Employees for the Next Gen PSAP	KVCC 200909B	8	6/1/2011	Kalamazoo Valley Community College	Richard	Ives	(269) 488-4341
Nix the Negativity	SCC 200811B	8	6/1/2012	Success Communications, Inc.	Michelle	Rasmussen	(517) 543-6141
Non-Emergency Call Handling	PWH 200603	8	1/14/2013	PowerPhone, Inc.	Eric	Frey	(800) 537-6937
Nonverbal Behavior and Professional Credibility of the Police and Dispatch Manager	MNA 201101A	8	5/1/2012	MACNLOW Associates	Wendy	Kimmerer	(989)362-9660
Officer Survival for Dispatchers	SLC 201101A	8	1/3/2013	Schoolcraft College	Lou Ann	Hamblin	(734) 462-4779
Overcoming Negativity in the Communications Center	KVCC 200909C	8	6/1/2011	Kalamazoo Valley Community College	Richard	Ives	(269) 488-4341
PLS Online Training for Telecommunicators	PLS 200909A	12	4/1/2013	Police Legal Sciences, Inc.	Gerald	Partridge	(319) 351-5001
Professional Dispatch	SCC 200811A	8	6/1/2012	Success Communications, Inc.	Michelle	Rasmussen	(517) 543-6141
Professional Dispatchers	MNA 200803E	16	5/1/2012	MACNLOW Associates	Wendy	Kimmerer	(989) 362-9660
Protecting Law Enforcement Responders	PWH 200908A	8	1/14/2013	Powerphone, Inc. Priority Dispatch Corporation	Eric	Frey	(203) 245-8911
ProQa Software Training	PDIS 200604	8	7/1/2012	Priority Dispatch Corporation	Jon	Stones	(801) 363-9127
PST1 6th Edition Instructor Course	APCO 200526	40	6/1/2012	APCO Institute, Inc.	Kathy	Schatel	(386) 944-2483
PST1 6th Edition Instructor Course-Online	APCO 200527	40	6/1/2012	APCO Institute, Inc.	Kathy	Schatel	(386) 944-2483
PST1 6th Edition Student Course	APCO 200528	54	6/1/2012	APCO Institute, Inc.	Kathy	Schatel	(386) 944-2483
PST1 6th Edition Student Course-Online	APCO 200529	54	6/1/2012	APCO Institute, Inc.	Kathy	Schatel	(386) 944-2483
Public Safety Comm. Staffing & Employee Retention On-line	APCO 200911A	8	6/1/2011	APCO Institute, Inc.	Kathy	Schatel	(386) 944-2483

Public Safety Comm. Staffing & Employee Retention	APCO 200911B	8	6/1/2011	APCO Institute, Inc.	Kathy Schatel	(386) 944-2483
Public Speaking Seminar	GTE 201103A	10	3/1/2012	Grand Traverse Central Dispatch	Jason Torrey	(231) 590-1499
Recertification for EMD, EFD, EPD	PDIS 200704	8	7/1/2012	Priority Dispatch Corporation	Jon Stones	(801) 363-9127
Resolving Workplace Conflict	MNA 201104A	8	5/1/2013	MACNLOW Associates	Wendy Kimmerer	(989) 362-9660
School Violence: Lessons Learned	PST 201103C	8	7/1/2013	Public Safety Training Consultants	Kevin Willett	(650) 591-7911
Standard First Aid with Adult, Child, Infant CPR and AED Training	ARC 200912A	8	12/1/2011	American Red Cross	Kathryn Danaher	(313) 576-4108
Stress Identification and Management	PWH 200806	8	1/14/2013	PowerPhone, Inc.	Eric Frey	(800) 537-6937
Stress Management	OCC 200910A	8	1/31/2013	Oakland Police Academy	Mary Griffin	(248) 232-4610
Stress Management	SCC 201001B	8	6/1/2012	Success Communications, Inc.	Michelle Rasmussen	(517) 543-6141
Stress Management	PSI 201004A	8	5/28/2012	Public Safety Group	Tony Harrison	(877) 794-9389
Suicidal Callers	SCC 201001C	8	6/1/2012	Success Communications, Inc.	Michelle Rasmussen	(517) 543-6141
Suicide Intervention	PWH 200807	8	1/14/2013	PowerPhone, Inc.	Eric Frey	(800) 537-6937
Suicide Intervention	PSI 200704	8	5/28/2012	Public Safety Group	Tony Harrison	(877) 794-9389
Suicide Intervention - Dangerous Opportunity	OCC 200903C	8	1/31/2013	Oakland Police Academy	Mary Griffin	(248) 232-4610
Supervisor Development	MSP 200908B	36	8/1/2011	Michigan State Police-Training Division	Kandyc e Tabeling	(517) 322-5585
Survive and Thrive Together in the 911 Center: 2 Day with Advanced Skill Building	MCI 200908A	16	8/25/2013	911 Training Institute, P.C.	James W. Marshall III	(231) 439-3900
Take This Job & Love It!	BBA 200810A	12	11/01/2010	Bryan & Bryan Associates	Martha Bryan	(425) 337-1838
Taking Teamwork and Service Over the Rainbow/Management	MNA 200904A	7	5/1/2013	MACNLOW Associates	Wendy Kimmerer	(989) 362-9660
Team Building	SCC 200601	16	6/1/2012	Success Communications, Inc.	Michelle Rasmussen	(517) 543-6141
Team Building II	SCC 201005A	8	6/1/2012	Success Communications, Inc.	Michelle Rasmussen	(517) 543-6141
Telecommunications Best Practices for Missing and Abducted Children-Online	AMBER 201104A	6	5/1/2013	AMBER Alert Training and Technical Assistance Program	Bonnie Lane Davis	(877) 712-6237
Telecommunicator Liability	PSI 200707	8	5/28/2012	Public Safety Group	Tony Harris	(405) 348-2774
Telecommunicator Refresher Course (ON-LINE)	AST 201101B	24	11/1/2012	Advanced Systems Technology, Inc.	James Sanders	(580) 248-0321
Telecommunicators Role in Homeland Security	APCO 200521	8	6/1/2012	APCO Institute, Inc.	Kathy Schatel	(386) 944-2483
Telecommunicators Role in Homeland Security-Online	APCO 200907D	8	6/1/2012	APCO Institute, Inc.	Kathy Schatel	(386)944-2483
TERT Basic Awareness	MID 200909A	8	3/1/2011	Midland County Central Dispatch	Natalie Duran	(786) 336-6675
Terrorism and the Telecommunicator	PSI 200703	8	5/28/2012	Public Safety Group	Tony Harris	(405) 348-2774
The Samurai Dispatcher	MNA	8	5/1/2012	MACNLOW Associates	Wendy Kimmerer	(989) 362-9660

	201011A						
Time to Act: The 9-1-1 Center and Missing Kids Course	NCMEC 201010A	9	9/1/2012	National Center for Missing & Exploited Children	Rachel	Johnston	(913) 972-2319
Time Management	MNA 200805A	8	5/1/2012	MACNLOW Associates	Wendy	Kimmerer	(989) 362-9660
Train-the-Trainer: Call Center Best Practices in Handling Calls of Missing & Exploited Children	NCMEC 201010B	9	9/1/2012	National Center for Missing & Exploited Children	Rachel	Johnston	(913) 972-2319
Train the Trainer	SCC 200812A	24	6/1/2012	Success Communications, Inc.	Michelle	Rasmussen	(517) 543-6141
Trains, Planes and Automobiles	PSTC 201103B	8	7/1/2013	Public Safety Training Consultants	Kevin	Willett	(650) 591-7911
Triumphant Teams	SCC 200701	8	6/1/2012	Success Communications, Inc.	Michelle	Rasmussen	(517) 543-6141
Turn Stress into Success	SCC 200708	16	6/1/2012	Success Communications, Inc.	Michelle	Rasmussen	(517) 543-6141
Understanding Domestic Violence	OCC 200903B	8	1/31/2013	Oakland Police Academy	Mary	Griffin	(248) 232-4610
Understand the Rules of FOIA	MSP 201006A	2	8/1/2011	Michigan State Police-Training Division	David	Greydanus	(517) 636-5456
Under the Headset-Surviving Dispatcher Stress	PSTC 201103A	8	7/1/2013	Public Safety Training Consultants	Kevin	Willett	(650) 591-7911
Why the 911 Call is so Important	MSP 200912C	2	8/1/2011	Michigan State Police-Training Division	Dave	Greydanus	(517) 636-5456
When the 911 Caller is a Kid	MNA 200803A	7	5/1/2012	MACNLOW Associates	Wendy	Kimmerer	(989) 362-9660
WMD & HAZMAT Awareness	MSP 201001B	4	8/1/2011	Michigan State Police-Training Division	Dave	Greydanus	(517) 636-5456
You Just Never Know	PST 201103K	8	7/1/2013	Public Safety Training Consultants	Kevin	Willett	650-591-7911

Michigan 9-1-1 County Surcharges

As Compiled by Michigan Public Service Commission Staff

Rates Effective 7/01/2011- Posted 6/01/2011

Questions or comments may be e-mailed to norcrossk@Michigan.Gov

County	Technical Charge: Recurring	Technical Charge: Nonrecurring	County 911 Charge	Total Charges
Alcona	\$ 0.71	\$ -	\$ 3.00	\$ 3.71
Alger	\$ 0.37	\$ -	\$ 0.42	\$ 0.79
Allegan	\$ 0.30	\$ -	\$ 1.63	\$ 1.93
Alpena	\$ 0.64	\$ -	\$ 2.14	\$ 2.78
Antrim	\$ 0.80	\$ -	\$ 1.97	\$ 2.77
Arenac	\$ 0.42	\$ -	\$ 0.32	\$ 0.74
Baraga	\$ -	\$ -	\$ -	\$ -
Barry	\$ 0.24	\$ -	\$ -	\$ 0.24
Bay	\$ 0.25	\$ -	\$ -	\$ 0.25
Benzie	\$ 0.26	\$ -	\$ 2.75	\$ 3.01
Berrien	\$ -	\$ -	\$ 0.42	\$ 0.42
Branch	\$ 0.52	\$ -	\$ 0.31	\$ 0.83
Calhoun	\$ 0.24	\$ -	\$ 0.60	\$ 0.84
Cass	\$ 0.49	\$ -	\$ 1.18	\$ 1.67
Charlevoix	\$ 0.26	\$ -	\$ 0.51	\$ 0.77
Cheboygan	\$ 0.26	\$ -	\$ 0.50	\$ 0.76
Chippewa	\$ 0.40	\$ -	\$ 0.99	\$ 1.39
Clare	\$ 0.53	\$ -	\$ 0.47	\$ 1.00
Clinton	\$ 0.48	\$ -	\$ 2.25	\$ 2.73
Crawford	\$ 0.66	\$ -	\$ 2.35	\$ 3.01
Delta	\$ 0.30	\$ -	\$ 0.44	\$ 0.74
Dickinson	\$ 0.73	\$ -	\$ 0.42	\$ 1.15
Eaton	\$ 0.22	\$ -	\$ -	\$ 0.22
Emmet	\$ 0.26	\$ -	\$ 0.58	\$ 0.84
Genesee	\$ 0.23	\$ -	\$ 1.24	\$ 1.47
Gladwin	\$ 0.24	\$ -	\$ 0.51	\$ 0.75
Gogebic	\$ 0.19	\$ -	\$ 1.00	\$ 1.19
Grand Traverse	\$ 0.28	\$ -	\$ 0.66	\$ 0.94
Gratiot	\$ 0.46	\$ -	\$ 2.89	\$ 3.35
Hillsdale	\$ 0.62	\$ -	\$ 2.25	\$ 2.87
Houghton	\$ 0.27	\$ -	\$ 1.10	\$ 1.37
Huron	\$ 0.33	\$ -	\$ 1.87	\$ 2.20
Ingham	\$ 0.28	\$ -	\$ 0.42	\$ 0.70
Ionia	\$ 0.28	\$ -	\$ 1.77	\$ 2.05
Iosco	\$ 0.35	\$ -	\$ 1.85	\$ 2.20
Iron	\$ 0.39	\$ -	\$ 1.81	\$ 2.20
Isabella	\$ 0.51	\$ -	\$ 1.50	\$ 2.01
Jackson	\$ 0.25	\$ -	\$ 0.44	\$ 0.69
Kalamazoo	\$ 0.21	\$ -	\$ -	\$ 0.21
Kalkasha	\$ 0.41	\$ -	\$ 2.52	\$ 2.93
Kent	\$ 0.20	\$ -	\$ 0.45	\$ 0.65
Keweenaw	\$ -	\$ -	\$ -	\$ -
Lake	\$ 0.33	\$ -	\$ -	\$ 0.33

Lapeer	\$ 0.20	\$ -	\$ 1.55	\$ 1.75
Leelanau	\$ 0.32	\$ -	\$ -	\$ 0.32
Lenawee	\$ 0.47	\$ -	\$ 1.18	\$ 1.65
Livingston	\$ 0.21	\$ -	\$ 1.85	\$ 2.06
Luce	\$ 0.40	\$ -	\$ 0.99	\$ 1.39
Mackinac	\$ 0.44	\$ -	\$ 1.43	\$ 1.87
Macomb	\$ 0.22	\$ -	\$ -	\$ 0.22
Manistee	\$ 0.33	\$ -	\$ -	\$ 0.33
Marquette	\$ 0.27	\$ -	\$ -	\$ 0.27
Mason	\$ 0.45	\$ -	\$ 2.09	\$ 2.54
Mecosta	\$ 0.35	\$ -	\$ 2.25	\$ 2.60
Menominee	\$ 0.44	\$ -	\$ 2.20	\$ 2.64
Midland	\$ 0.31	\$ -	\$ -	\$ 0.31
Missaukee	\$ 0.46	\$ -	\$ -	\$ 0.46
Monroe	\$ 0.33	\$ -	\$ 0.42	\$ 0.75
Montcalm	\$ 0.65	\$ -	\$ 2.49	\$ 3.14
Montmorency	\$ 0.48	\$ -	\$ 1.47	\$ 1.95
Muskegon	\$ 0.38	\$ -	\$ 0.34	\$ 0.72
Newaygo	\$ 0.46	\$ -	\$ 1.56	\$ 2.02
Oakland	\$ 0.25	\$ 0.01	\$ 0.23	\$ 0.49
Oceana	\$ 0.45	\$ -	\$ 2.09	\$ 2.54
Ogemaw	\$ 0.35	\$ -	\$ 0.59	\$ 0.94
Ontonagon	\$ 0.49	\$ -	\$ 0.51	\$ 1.00
Osceola	\$ 0.35	\$ -	\$ 2.25	\$ 2.60
Oscoda	\$ 0.80	\$ -	\$ 0.45	\$ 1.25
Otsego	\$ 0.55	\$ -	\$ 1.72	\$ 2.27
Ottawa	\$ 0.26	\$ -	\$ -	\$ 0.26
Presque Isle	\$ 0.55	\$ -	\$ 0.40	\$ 0.95
Roscommon	\$ 0.80	\$ -	\$ -	\$ 0.80
Saginaw	\$ 0.28	\$ -	\$ 2.18	\$ 2.46
Sanilac	\$ 0.25	\$ -	\$ 0.44	\$ 0.69
Schoolcraft	\$ 0.40	\$ -	\$ 0.40	\$ 0.80
Shiawassee	\$ 0.52	\$ -	\$ 1.22	\$ 1.74
St. Clair	\$ 0.22	\$ -	\$ 0.42	\$ 0.64
St. Joseph	\$ 0.42	\$ -	\$ -	\$ 0.42
Tuscola	\$ 0.25	\$ -	\$ 1.80	\$ 2.05
Van Buren	\$ 0.38	\$ -	\$ 1.50	\$ 1.88
Washtenaw	\$ 0.26	\$ -	\$ 0.43	\$ 0.69
Wayne:		\$ -		\$ -
Detroit Emergency	\$ 0.27	\$ -	\$ 0.42	\$ 0.69
Downriver	\$ 0.20	\$ -	\$ 0.42	\$ 0.62
Wayne, Conf. East	\$ 0.21	\$ -	\$ 0.42	\$ 0.63
Wayne, Conf. West	\$ 0.23	\$ 0.01	\$ 0.42	\$ 0.66
Wexford	\$ 0.30	\$ -	\$ 0.25	\$ 0.55

NOTE:

Michigan Public Service Commission Order, U-15552, of April 16, 2009, extends the \$0.19 Michigan 9-1-1 charge to also be included on customer bills and remitted to the Michigan Dept. of Treasury.

**State 9-1-1 Committee
2011 Annual Report to the Michigan Legislature
COMMITTEE MEMBERSHIP LISTING
as of July 1, 2011**

MEMBER ORGANIZATION	REPRESENTATIVE
Association of Public Safety Communications Officials	Mr. Rich Feole Mason-Oceana 9-1-1
Commercial Mobile Radio Service	Ms. Yvette Collins AT&T Michigan
Department of Licensing and Regulatory Affairs	Ms. Karen Towne
Department of State Police	Mr. Shawn Sible Support Services Bureau
Deputy Sheriffs' Association	Lt. Frank Baker Allegan County Sheriff's Office
Fraternal Order of Police	Mr. John Buczek
Governor's Appointee, Public Member	Mr. John Hunt Telecommunications Systems
House Appointee, Public Member	Mr. Dan Kuhn Police Officers Association
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. Jon Campbell Allegan County Commissioner
Michigan Communications Directors Association <i>Serving as Vice Chair – 2011</i>	Mr. James Fyvie Clinton County Central Dispatch
Michigan Association of Fire Chiefs	Chief Paul Trink Adrian Fire Department
Michigan Professional Firefighters Union	Mr. Mark Docherty
Michigan Public Service Commission	Ms. Susana Woolcock
Michigan Sheriffs' Association <i>-serving as Chair for 2011</i>	Sheriff Dale Gribler Van Buren County Sheriff's Department
Michigan State Police Troopers Association	Mr. Chris Luty
National Emergency Number Association	Mr. Andrew Goldberger St. Joseph County Central Dispatch
Senate Appointee, Public Member	Mr. Lloyd Fayling Genesee County 9-1-1
Telecommunications Association of Michigan	Ms. Jennifer Greenburg
UP Emergency Medical Services Corp.	Mr. James Loeper

State 9-1-1 Committee
2011 Annual Report to the Michigan Legislature
SUBCOMMITTEE MEMBERSHIP LISTING

Executive Committee

Chair: Sheriff Dale Gribler, SNC, Michigan Sheriff's Association
 Mr. Dale Berry, SNC, Michigan Association of Ambulance Services
 Ms. Yvette Collins, SNC, Commercial Mobile Radio Service
 Mr. James Fyvie, SNC, Michigan Communications Directors Association
 Ms. Jennifer Greenburg, SNC, Telecommunications Association of Michigan
 Mr. Shawn Sible, SNC, Michigan State Police
 Chief Paul Trinko, SNC, Michigan Association of Fire Chiefs

Non-Voting:

Harriet Miller-Brown, Michigan State Police

9-1-1 Efficiencies Subcommittee (Limited Term)

Chair: Sheriff Dale Gribler, SNC, Michigan Sheriff's Association
 Mr. Dale Berry, SNC, Michigan Association of Ambulance Services
 Mr. Shawn Sible, SNC, Michigan State Police
 Ms. Yvette Collins, SNC, Commercial Mobile Radio Service
 Mr. Jon Campbell, SNC, Michigan Association of Counties
 Mr. Lloyd Fayling, SNC, Senate Appointee, Public Member
 Mr. Rich Feole, SNC, Association of Public Safety Communications Officials
 Mr. James Fyvie, SNC, Michigan Communications Directors Association
 Ms. Jennifer Greenburg, SNC, Telecommunications Association of Michigan
 Mr. John Hunt, SNC, Governor's Appointee, Public Member
 Mr. Dan Kuhn, SNC, House Appointee, Public Member
 Mr. James Loeper, SNC, UP Emergency Medical Services Corporation
 Mr. David Piasecki, AT&T
 Chief Paul Trinko, SNC, Michigan Association of Fire Chiefs

Non-Voting:

Harriet Miller-Brown, Michigan State Police

Certification Subcommittee

Chair: Mr. James Fyvie, SNC, Michigan Communications Directors Association
 Mr. Greg Clark, Charlevoix-Cheboygan-Emmet Counties
 Ms. Yvette Collins, SNC, Commercial Mobile Radio Service
 Mr. Rich Feole, SNC, Association of Public Safety Communications Officials
 Sheriff Dale Gribler, SNC, Michigan Sheriff's Association
 Ms. Margaret Hatfield, Hillsdale County Central Dispatch
 Mr. Gary Johnson, Marquette County Central Dispatch
 Mr. Steve Leese, Eaton County Central Dispatch
 Mr. James Loeper, SNC, UP Emergency Medical Services Corporation
 Mr. Melvin Maier, Oakland County Sheriff Department
 Mr. Victor Martin, Lapeer County Central Dispatch
 Mr. Barry Nelson, Saginaw County 9-1-1 Communications Center Authority
 Mr. Dave Piasecki, AT&T

Non-Voting:

Harriet Miller-Brown, Michigan State Police

Dispatcher Training Subcommittee

Chair: Sheriff Dale Gribler, SNC, Van Buren County Sheriff Department
Mr. David Ackley, Genesee County Central Dispatch
Ms. Karen Chadwick, Grand Rapids Police Department
Ms. Evah Cole, Michigan Department of Treasury
Ms. Christine Collom, Isabella County Central Dispatch
Mr. James Fyvie, SNC, Michigan Communications Directors Association
Mr. Andrew Goldberger, SNC, National Emergency Number Association
Ms. Connie Lewis, Detroit Emergency Telephone District
Mr. Vic Martin, Lapeer County Central Dispatch
Mr. Tim McKee, Chippewa County Central Dispatch
Mr. Stephen Todd, Flint City 9-1-1
Chief Paul Trinkka, SNC, Michigan Association of Fire Chiefs
Mr. Jeff Troyer, Calhoun County Consolidated Dispatch Authority
Mr. Steve Wuefling, Arenac County Central Dispatch

Non-Voting Members:

Ms. Evah Cole, Department of Treasury
Ms. Harriet Miller-Brown, Michigan State Police

Emerging Technology Subcommittee

Chair: Mr. John Hunt, SNC, Governor's Appointee, Public Member
Ms. Pat Anderson, AT&T
Ms. Marsha Bianconi, Conference of Western Wayne
Ms. Cathy Brandimore, Troy Police Department
Ms. Patricia Coates, CLEMIS
Mr. Robert Currier, Intrado
Ms. April Heinze, Eaton County Central Dispatch
Mr. Todd Jones, Advanced Wireless Telecom
Mr. Mike Muskovin, Ottawa County Central Dispatch
Mr. Kevin Schoen, ACD Telecom
Mr. Michael Szor, Alpena County Central Dispatch

Non-Voting:

Harriet Miller-Brown, Michigan State Police

Legislative Action Subcommittee

Chair: Mr. Shawn Sible, SNC, Michigan State Police
Ms. Pat Anderson, AT&T
Mr. Dale Berry, SNC, Michigan Association of Ambulance Services
Ms. Marsha Bianconi, Conference of Western Wayne
Mr. Jon Campbell, SNC, Michigan Association of Counties
Ms. Patricia Coates, CLEMIS
Ms. Yvette Collins, SNC, Commercial Mobile Radio Services
Mr. Robert Currier, Intrado
Mr. Lloyd Fayling, SNC, Senate Appointee, Public Member
Mr. James Fyvie, SNC, Michigan Communications Directors Association
Mr. Andrew Goldberger, SNC, National Emergency Number Association
Ms. Jennifer Greenburg, SNC, Telecommunications Association of Michigan
Sheriff Dale Gribler, SNC, Van Buren County Sheriff Department
Mr. John Hunt, SNC, Governor's Appointee, Public Member
Mr. Steve Leese, Eaton County Central Dispatch
Mr. Dan Kuhn, SNC, House Appointee, Public Member

Legislative Action Subcommittee (continued)

Mr. James Loeper, SNC, UP Emergency Medical Services Corporation
Ms. Pamela Matelski, Michigan State Police
Mr. Dave Piasecki, AT&T
Mr. David Vehslage, Verizon

Non-Voting Members:
Ms. Harriet Miller-Brown, Michigan State Police

Policy Subcommittee

Chair: Mr. Dale Berry, SNC, Michigan Association of Ambulance Services
Ms. Dream Arnett, West Bloomfield Police Department
Ms. Marsha Bianconi, Conference of Western Wayne
Mr. James Fyvie, SNC, Michigan Communications Directors Association
Mr. John Hunt, SNC, Governor's Appointee, Public Member

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

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1. EXECUTIVE SUMMARY

1.1 Background and Purpose Summary

Providing optimum 9-1-1 services for its citizens is a long established priority for the state of Michigan. For more than 20 years, a collaboration of legislators, state and county personnel, Public Safety Answering Point (PSAP) agencies, and telecommunication providers have worked together to provide the necessary enhanced 9-1-1 framework. This framework is a multi-dimensional system composed of landline, wireless, and internet communication providers that allows delivery of 9-1-1 calls through a complex network of routers, switches, databases, and emergency dispatch communication centers. All parts of this network must be able to seamlessly integrate and interact with each other.

Just as 9-1-1 technology continues to evolve and change, the Michigan laws that determine the architectural network, 9-1-1 legislative and regulatory oversight, training standards, and funding mechanisms need to transform and adapt. The state statutes that provide 9-1-1 funding mechanisms will sunset in December 2014.² The changes to Michigan's 9-1-1 funding stream and the subsequent impact on the continued migration from a legacy system to a Next Generation 9-1-1 (NG9-1-1) system will have to be addressed when new legislation is enacted.

The State 9-1-1 Plan is one more tool to help guide Michigan through this process by providing professional vision and leadership that will lead Michigan to a NG9-1-1 system. The plan is designed to be used by all the 9-1-1 stakeholders, state/county/local 9-1-1 authorities, and emergency communication centers. Local law enforcement, fire services, emergency medical service (EMS), Homeland Security, military officials, and State and Federal legislators may also utilize this planning aid.

The State 9-1-1 Plan continues to identify and monitor Michigan's 9-1-1 goals and objectives. It is a "living document" that will be updated annually. Since the adoption of the State 9-1-1 Plan, the updates have identified a decrease in the number of Michigan PSAPs. Adoption of a statewide plan for the coordination and implementation of 9-1-1 allows Michigan to apply for Federal funds, and allowed Michigan to receive matching funds for the Federal ENHANCE 9-1-1 Act Geographic Information System (GIS) grant in 2010.

Michigan's 9-1-1 service is enabled and governed by Public Act 32 of 1986³ and its subsequent amendments. This Act created the State 9-1-1 Committee and provided the mechanism for the public/private collaboration of subject matter experts that have worked to identify and resolve numerous key 9-1-1 issues.⁴ Recommendations from the State 9-1-1 committee and its various subcommittees have been incorporated into several 9-1-1 statutes.⁵

Since the 1980s, Michigan has moved from receiving and processing wireline Enhanced 9-1-1 (E9-1-1) calls, through Enhanced Phase I and Phase II (wireless call processing and routing) to its recent deployment of Voice over Internet Protocol (VoIP) 9-1-1 calls.

Soon, Michigan's 9-1-1 framework will have to provide access to public emergency services by any communication device (video, photographs, and automatic crash notification). To facilitate future planning efforts for Michigan's 9-1-1 system, a comprehensive feasibility study of NG9-1-1 (Internet Protocol IP-Based network) is currently underway. This study provides an inventory of the PSAP and network needs and capabilities. The Kimball Corporation presented its report to the State 9-1-1 Committee in December 2009; a recommendation was made to the committee in December 2010, but has not yet been adopted. Upon acceptance of a solution and project plan for that solution, any necessary recommendations to modify this Plan will be made.

The State 9-1-1 Committee requested that the Emerging Technology Subcommittee assist the State 9-1-1 Administrator in the development of the Plan. That original subcommittee was comprised of fourteen (14) members who represented the various stakeholders in the Michigan 9-1-1 community. The current Emerging Technology Subcommittee has twelve (12) members who represent the 9-1-1 community's stakeholders:

- Public sector representatives

² P.A. 379 of 2008 <http://legislature.mi.gov/documents/2007-2008/publicact/pdf/2008-PA-0379.pdf>

³ P.A. 32 of 1986 <http://legislature.mi.gov/doc.aspx?mcl-act-32-of-1986>

⁴ MCL 484.1712

⁵ P.A. 249 of 2006 <http://legislature.mi.gov/documents/2005-2006/publicact/pdf/2006-PA-0249.pdf>

- Ms. Marsha Bianconi (Conference of Western Wayne County)
 - Ms. Cathy Brandimore (City of Troy)
 - Ms. Patricia Coates (Oakland County)
 - Ms. April Heinze (Eaton County)
 - Ms. Harriet Miller-Brown (State 9-1-1 Administrator)
 - Mr. Mike Muskovin (Ottawa County)
 - Mr. Mike Szor (Alpena County)
- Private sector representatives
 - Ms. Patricia Anderson (AT&T)
 - Mr. Robert Currier (Intrado)
 - Mr. John Hunt, Chairperson (TeleCommunications Systems)
 - Mr. Todd Jones (Advanced Wireless Telecom)
 - Mr. Kevin Schoen (ACD Telecom, Inc.)

The subcommittee conducted independent research and utilized information compiled by Kimball Corporation (IP-Based feasibility study) to assist in developing this Plan. The draft State 9-1-1 Plan was presented to the State 9-1-1 Committee for review in March 2009, further reviewed by the Executive Committee of the State 9-1-1 Committee in May 2009, and approved by the full Committee in June 2009. This revision to the Plan was approved by the full Committee in September 2011.

2. INTRODUCTION

This section will provide a brief background of Michigan's 9-1-1 system and an introduction to the 9-1-1 Plan and its purpose.

2.1 National Overview of the History and Background of 9-1-1

The concept of a nationwide emergency telephone number was first adopted in Great Britain in 1937. In the United States in 1967, President Johnson's Commission on Law Enforcement and Administration of Criminal Justice recommended a nationally uniform three-digit emergency telephone number. In November of that year, the FCC met with the American Telephone and Telegraph Company (AT&T) and shortly thereafter AT&T announced it had reserved the numbers 9-1-1 for emergency use nationwide.

The nation's first 9-1-1 system was implemented by the Alabama Telephone Company in Haleyville, Alabama. On February 16, 1968, Alabama Speaker of the House Rankin Fite made the first 9-1-1 call from the Haleyville City Hall. Congressman Tom Bevill answered the call on a red telephone located in the police department.⁶

When 9-1-1 service was first introduced, 9-1-1 calls were sent to a single destination based on the caller's telephone exchange. Since there was little or no correlation between a telephone exchange boundary and the emergency responder's jurisdiction, a 9-1-1 call could end up at a public safety answering point (PSAP) that did not serve the caller's location. This early 9-1-1 service, now known as Basic 9-1-1, did not provide any telephone number or location information with the call. It was a voice service only; the caller had to provide his or her location and call back information.

Significant advancement in 9-1-1 technology occurred with the introduction of E9-1-1 in the 1980s. This level of service enabled a 9-1-1 call to be selectively routed to the PSAP serving the caller's location, and delivered that call with automatic number identification (ANI) and automatic location identification (ALI). Other features, such as selective transfer, further streamlined the call handling process.

The pace of change in telecommunications technology continues to increase rapidly. Voice over Internet Protocol (VoIP), text messaging, and picture messaging are being enthusiastically adopted by consumers for their everyday communications – and these same consumers expect to be able to use these technologies to communicate with 9-1-1.

2.2 Overview and Background of Michigan 9-1-1

In 1986, the Michigan Legislature enacted Public Act 32, also known as the Emergency Telephone Service Enabling Act and commonly referred to as PA 32 in the Michigan 9-1-1 community. While there had been 9-1-1 programs in several jurisdictions throughout the state, PA 32 facilitated the onset of enhanced 9-1-1 systems through the state. PA 32 set out several requirements for the establishment of 9-1-1 systems, including empowering counties as the local unit of government to enact the 9-1-1 plan and serve as 9-1-1 in the service districts⁷; provisions for the telephone service providers to recover recurring and non-recurring costs through a technical surcharge on the service subscribers and, minimally, system requirements for operational, managerial, technical, and fiscal considerations. The act also required that plans identify the public safety answering points (PSAPs) within the service district, public notice and hearing for the initial plan and subsequent changes to it, and provisions for units of government to "opt out" of participation in the plan. PA 32 also established the Emergency Telephone Service Committee⁸ to provide guidance on policy and technical issues regarding 9-1-1.

PA 32 has been amended a number of times since its inception in 1986; the most notable of those amendments included the following:

PA 29 of 1994:

- Permitted counties to enact operational surcharges by geographical boundaries of the county by commission vote⁹, ballot proposal¹⁰, or a combination of the two¹¹.

⁶ Alabama Chapter of NENA website, "World's First 9-1-1 Call" http://www.al911.org/first_call.htm (April 18, 2008)

⁷ Wayne County is recognized by PA 32 as the exception and it has four separate service districts. These service districts are: Conference of Western Wayne, Conference of Eastern Wayne, Detroit, and Downriver Mutual Aid.

⁸ PA 165 of 2007 removed the word "telephone" from the committee's title to reflect changing technology. It is now commonly known as the State 9-1-1 Committee (SNC).

⁹ Up to 4% of the highest monthly base rate in the service district, not to exceed \$.80.

¹⁰ Up to 16% of the highest monthly base rate in the service district, not to exceed \$3.20.

¹¹ Total not to exceed \$4.00.

- Gave powers of county commission to establish an emergency 9-1-1 district board for a consolidated dispatch and determine that board's scope of authority.

PA 78 of 1999:

- Imposed a surcharge on wireless devices for the purposes of implementing Phase I and II wireless 9-1-1.
- Established a cost recovery mechanism for wireless providers to deliver wireless 9-1-1.
- Set amounts for distribution of wireless surcharge to counties for costs of 9-1-1 service and to PSAPs for training dispatch personnel.

PA 244 of 2003:

- Set deadlines for counties to deploy Phase I and II wireless 9-1-1.
- Funded the State 9-1-1 Office.
- Set date to end cost recovery for wireless providers.

PA 164 & 165 of 2007:

- Changed local landline operational 9-1-1 surcharge to a local "all-device" surcharge.
- Changed statewide wireless 9-1-1 surcharge to a statewide "all-device" surcharge.
- Gave rule making to the Michigan Public Service Commission over multi-line telephone service (MLTS) location information, 9-1-1 dispatcher training, and standards for operational policies for PSAPs, and receipt and use of 9-1-1 funds.

PA 379 of 2008:

- Allowed county commissioners to put up to \$0.42 local "all device" monthly surcharge by resolution and seek up to \$3.00 by ballot proposal

PA 269 of 2010:

- Allowed the use of \$1.7 million of the former CMRS funds to be used for matching funds for the ENHANCE 911 grant match to establish a statewide GIS repository for use by all PSAPs in the state to share GIS mapping data.

By October 2005, every county in the state of Michigan except for one¹² had county-wide enhanced 9-1-1 services, and by the end of 2005 all counties in the state were capable of processing wireless Phase II calls. In May 2008, the final county without enhanced 9-1-1 became fully enhanced with 9-1-1 service, making the state of Michigan fully capable of enhanced 9-1-1 for both landline and wireless 9-1-1¹³.

In addition to the statewide delivery of enhanced 9-1-1 on both wireless and landline communications services, the 9-1-1 system in Michigan has also reached broad delivery of VoIP 9-1-1 and telematics 9-1-1 routing. Even with this progress, changes in technology are presently being experienced by Michigan's 9-1-1 community, as well as the ones that are known near-future changes such as text messages, streaming video, and video relay services (VRS). While the current publicly switched telephone network (PSTN) has been able to accommodate wireless and VoIP technologies through system adaptations, changes will continue to challenge the system. Evolving technologies and the expectations of the public to access 9-1-1 through them have made it clear that the current 9-1-1 network will need to change also.

The purpose of this plan is to outline the process toward a NG9-1-1 system that is capable of delivering and transferring a 9-1-1 call for help on any device that can initiate a 9-1-1 call within the state. It is also the purpose of this plan to address operational issues that the State 9-1-1 Committee recognizes as key to the successful overall delivery of 9-1-1 in the state. It is the intent of the State 9-1-1 Committee to leverage all resources available to the 9-1-1 community to reach that end.

Those resources include: funding, through both state and federal sources; the utilization of impartial contracted services¹⁴; and the long-standing collaborative system involving stakeholders at every level in the 9-1-1 community.

¹² Baraga County in Michigan's Upper Peninsula.

¹³ Mackinac Island is still in the process of completing its addressing work for enhanced 9-1-1 under the Mackinac County 9-1-1 Plan; deployment of E9-1-1 is expected by the end of 2011. Bois Blanc Island opted out of the Mackinac County Plan at the plan's onset in 1997.

¹⁴ Under PA 164 of 2007, MCL 484.1408(5) appropriated \$500,000 for a feasibility study for an IP-based 9-1-1 system in Michigan. In 2008, the state contracted with the Kimball Corp. to conduct that study. The final recommendations were presented to the State 9-1-1 Committee in December 2009. In March 2010 the contract with the Kimball Corp was extended to include assistance with the development of a plan to migrate to a NG9-1-1 system.

Michigan's 9-1-1 history is a demonstration of progress and adaptability, and as we move into the challenges of NG9-1-1, this next chapter in technology will continue that legacy.

3. CURRENT 9-1-1 ENVIRONMENT

3.1 Current Legislative and Regulatory Environment and Program Structure

The state-level 9-1-1 coordinating function is led by the State 9-1-1 Committee, which is a statutorily created committee under Michigan's Public Act 32 of 1986, as amended. The Committee is tasked with providing assistance in the implementation of 9-1-1 systems in Michigan.

Administrative support to the State 9-1-1 Committee is provided by the State 9-1-1 Administrator's Office located in the Michigan State Police (MSP) Support Services Bureau (SSB). The Committee may recommend technical and operational standards for PSAPs and model 9-1-1 systems, as well as provide assistance for the design, implementation and operation of those systems. The Committee does not have rulemaking authority. That authority rests with the Michigan Public Service Commission (MPSC), in consultation with the Committee, for the following specific 9-1-1 matters:

- Uniform policies, procedures, and protocols for 9-1-1 services in counties and public safety answering points (PSAPs) in the state
- Training standards for PSAP personnel
- Standards for the receipt and use of 9-1-1 funds
- Requirements for multi-line telephone systems

The mechanisms for coordinating the implementation of 9-1-1 system(s) and monitoring those operations and progress by the Committee include a diverse set of subcommittees. These subcommittees, which make recommendations to the Committee, draw from both the public and private sectors of the 9-1-1 community in Michigan. The subcommittees include Emerging Technology, Certification, Dispatcher Training, Policy, and Legislative Action. Subcommittees often utilize additional work groups for matters requiring more specific technical and policy input. Participation in these groups is guided by the Committee by-laws. Subcommittee meetings are posted in advance and open to the public, and work group participation is active and encouraged. Activity of the Committee and its subcommittees are posted on the State 9-1-1 web site at www.michigan.gov/snc.

All PSAPs have methods of access to communication that allow them to coordinate and operate with each other; examples of this include data, telephony, and radio. Radio communications between PSAPs are varied. In some areas of the state there are high levels of radio interoperability between PSAPs and in others areas radio interoperability has not been achieved. There are efforts in these areas of the state to achieve interoperability.

Michigan has recently updated its 9-1-1 statute (PA 379 of 2008) and it recognizes that updates will likely be needed based on the progress of the NG9-1-1 system in Michigan. An annual report on the status of Michigan 9-1-1 is presented to the legislature each year, as well as legislative recommendations that may need to be considered in the forthcoming year.

3.2 Current 9-1-1 Technology

3.2.1 Overview

Michigan has two 9-1-1 Service Providers:

- AT&T – providing service in both the Upper and Lower peninsulas
- Frontier Communications – providing service in the Lower Peninsula only

AT&T is the 9-1-1 Service Provider for 145 Primary, 5 Secondary, and 23 Back-up (combination of fully featured and voice only) PSAPs. AT&T also provides trunk routing to 13 Frontier-hosted Primary PSAPs.

Frontier Communications is the 9-1-1 Service Provider for 22 Primary PSAPs, and 4 back-up PSAPs. Frontier Communications also provides trunk routing to 16 AT&T-hosted Primary PSAPs, 2 AT&T-hosted Secondary PSAPs, and 1 AT&T-hosted Back-up PSAP.

3.2.2 Landline E9-1-1 Infrastructure

3.2.2.1 System Level of Service

All telephone subscribers of ILEC or CLEC service providers are served by PSAPs capable of receiving and processing Enhanced 9-1-1 calls.

3.2.2.2 PSAPs

PSAPs utilize multiple CPE vendors throughout the state.

The majority of the PSAPs have their wireline and wireless traffic delivered via one incoming trunk group from their respective 9-1-1 service provider.

3.2.2.3 LEC 9-1-1 Selective Routers

AT&T uses five Lucent 5ESS 9-1-1 tandem switches in Michigan's Lower Peninsula located in Ann Arbor, Bay City, Cadillac, Grand Rapids, and Rochester. AT&T uses a Nortel DMS100 9-1-1 tandem switch in Marquette to serve the Upper Peninsula.

Frontier Communications uses a Lucent 5ESS 9-1-1 tandem switch in Muskegon, a Nortel DMS100 9-1-1 tandem switch in Alma, a CML ECS1000 tandem switch in Bellaire, and a CML ECS1000 tandem switch in Adrian.

3.2.2.4 ALI Database

AT&T provides ALI service to Michigan PSAPs through redundant centralized ALI databases located in Southfield and Northbrook, Illinois. Each PSAP is served by two ALI circuits, one connected to each database. The network provides redundancy and flexibility for future enhancements.

Frontier Communications provides ALI service to Michigan PSAPs through redundant centralized ALI databases located in Ft. Wayne, IN and Everett, WA. Service is provided by redundant IP circuits to each database.

The state statute authorizes each county board to implement a county 9-1-1 plan. The plan is then required to designate the Operational, Fiscal, Technical, and Managerial consideration of that county's 9-1-1 system. This includes designation of the PSAPs, services providers, and the funding for the 9-1-1 structure within the county. All eighty-three (83) counties in Michigan have a 9-1-1 service plan in place and provide enhanced 9-1-1 for wireline, wireless Phase II, and VoIP. There are one hundred sixty seven (167) PSAPs networked in the state and five (5) secondary PSAPs.

3.3 PSAP Integration with Emergency Communications, Telecommunications, and Information Networks

Michigan as currently extended its contract to perform a comprehensive feasibility study of NG9-1-1 with Kimball Corp to include the development of recommendations and assistance with a plan of action to move Michigan to NG9-1-1. The study included an inventory of both PSAP and network capabilities and needs. Final necessary system changes, including integration with emergency communications, telecommunications, and information networks are pending, based on the outcome of the adoption of system recommendations. However, preliminary steps in system changes and upgrades may be able to be made through near-future resources.

3.4 Economics

3.4.1 Current Funding Mechanisms

In 2007, Michigan amended its 9-1-1 statute to require all communications services that can provide access to 9-1-1 to collect and remit the 9-1-1 surcharge, regardless of technology. This was a significant advancement as it broadened the surcharge base by making it technology neutral, which will help provide a more solid foundation for the future.

Under MCL 484.1401, Michigan currently has three statutory funding provisions for 9-1-1: 1) a statewide "all devices" surcharge, 2) a county "all devices" operational surcharge, and 3) a technical fee (wireline-based).

Michigan's statewide 9-1-1 surcharge is set forth in MCL 484.1401; it is collected by the communication service providers and remitted to the Michigan Department of Treasury (Treasury). A separate fee on pre-paid wireless services is also remitted to the Treasury. The Treasury is responsible for the financial distribution of those funds. This includes processing remittances from the communications service providers; depositing them into the Emergency 9-1-1 Fund; distributing the funds to the counties, LECs, and the PSAPs as directed by the Committee; and accounting for all transactions from the 9-1-1 Fund.

Funds generated by the State 9-1-1 surcharge of \$0.19 on all devices that can access 9-1-1 are outlined in MCL 484.1408 and distributed as follows:

- 82.5% - To counties distributed in two manners: 40% on an equal share basis and 60% on a 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
- 1.87% - To administer the act and fund the State 9-1-1 Office
- 1.88% - To the Michigan State Police (MSP) to operate a regional dispatch center that receives and dispatches 9-1-1 calls

In addition to 9-1-1 surcharges, some counties in Michigan also use general fund money to support PSAP operations. Other counties utilize special millage funds (a voter-approved tax rate on property, expressed in mills per dollar of value of the property) to support their 9-1-1 programs.

Michigan statute under MCL 484.1401 also provides for a technical charge that allows landline providers within the 9-1-1 service district to assess an emergency telephone technical charge on their subscribers to cover the cost to provide the E9-1-1 network, databases, and trunking in that 9-1-1 service district. The amount is calculated by dividing the provider's actual costs by the number of exchange access facilities within the 9-1-1 service district. The landline provider can bill and keep the technical charge. The Telecommunications Association of Michigan (TAM) contracts with a CPA firm (McCartney and Associates) to conduct a true up at the end of each year, and each provider pays its portion of the accounting costs.

3.4.2 Current Revenues and Costs

Using the information available to the State 9-1-1 Committee, in 2010 the operational costs to the counties for providing 9-1-1 was approximately \$185,065,373 (Kalamazoo and Manistee counties did not report) and was funded to the total of \$197,342,963 by the sources as follows:

Category	2010 Amount	2007 Amount
Total Budget	\$185,065,373	\$ 203,502,587.01
Local Operational Surcharge	\$61,068,505	\$ 54,533,248.93
Millage	\$30,535,241	\$27,108,738.67
General Fund	\$72,525,384	\$84,042,734.96
State	\$22,911,924	\$16,946,721.85
Other Revenues*	\$10,301,909	\$7,986,201.23
*Sources include: grants, interest earned, sale of equipment, tower rental, etc.		

While not all landline providers participate in the technical surcharge pooling process, based on the annual accounting of the landline providers and the "true up" performed by McCartney and Associates, the estimated total figure for technical costs in 2010 was \$ \$8,125,514. However, information was not provided to the State 9-1-1 Committee by Branch, Kalamazoo, Menominee, or Manistee counties, or by Wayne County service districts of Conference of Eastern Wayne, Detroit, and Downriver. Wireless and VoIP 9-1-1 technical costs cannot be determined because they are self-recovered and unique to each provider.

3.4.3 Next Generation Considerations

The costs of NG9-1-1 are not known at this time, nor has the final method of a Next Generation solution been determined. The methods for initiating implementation are spelled out in further detail in Section 9 of this plan.

3.4.4 Allocation/Distribution of State and Federal Funding for Equipment and Operations Allocation of State Funding

The statutory framework of the distribution of state-collected 9-1-1 funds is detailed in section 3.4.1 above. MCL 484.1401b(14) recognizes the allowable and disallowable uses of the 9-1-1 funds collected by the counties and the state. That list is included as Appendix B and generally states:

Allowable Uses:

- 9-1-1 call handling equipment
- Master logging recorders
- Instant call check recorders
- TeleTypewriter/Telecommunications Device for the Deaf (TTY/TDD)
- Mapping
- Back-up power
- Training
- Public education
- Contracted services

3.4.5 Allocation of Federal Funding

At this time, federal funding of 9-1-1 systems in Michigan has been limited and usually in the form of Homeland Security grants through local Emergency Management programs. These projects, while very beneficial, have been local either at the county or municipal level, and are limited in scope and size. Any federal funding received as a part of the implementation of this plan's goals and objectives towards NG9-1-1 (see Section 5 on page 15) will be utilized within the requirements of the receipt of those funds.

4. FUTURE ENVIRONMENT

4.1 Vision Statement

Michigan shall utilize evolving technology to enable all PSAPs to receive, process, and dispatch 9-1-1 requests for emergency services effectively and efficiently to meet the needs of the citizens, public safety, and the service providers.

4.2 Services and Capabilities

Michigan PSAPs will maintain their current excellent standard of 9-1-1 service delivery as they migrate to Next Generation 9-1-1 (NG9-1-1). Historically, governance and control of 9-1-1 at the County level of government has proven efficacious in Michigan, as County Boards of Commissioners are in the best position to understand the needs and operations of the local emergency services providers and citizens. However, new regional or other models of governance and control may emerge as technology evolves.

With migration to the NG9-1-1 Emergency Services Internet Protocol-enabled network (ESInet), access will be enabled to public emergency services by any communication device and will enhance response by providing responders access to video, photographs, automatic crash notification data, and other data files.

The ESInet will also enable service arrangements by minimizing the need for some PSAPs to be in one physical location, promoting flexibility in the form of virtual PSAPs and virtual back-up PSAPs. While physical consolidation of PSAPs is often cost prohibitive, the flexibility to share services, equipment, and functions on an interconnected network will lead to more effective and efficient call processing.

4.3 Infrastructure, Equipment and Technology

The National Emergency Number Association (NENA) defines NG9-1-1 as "A system comprised of Emergency Services IP networks (ESInets): IP-based Software Services and Applications, Databases and Data Management processes that are interconnected to Public Safety Answering Point premise equipment. The system provides location-based routing to the appropriate emergency entity. The system uses additionally available data elements and business policies to augment PSAP routing. The system delivers geodetic and/or civic location information and the call back number. The system supports the transfer of calls to other NG9-1-1 capable PSAPs or other authorized entities based on and including accumulated data.

NG9-1-1 provides standardized interfaces for call and message services, processes all types of emergency calls including non-voice (multi-media) messages, acquires and integrates additional data useful to call routing and handling for appropriate emergency entities. NG9-1-1 supports all E9-1-1 features and functions and meets current and emerging needs for emergency communication from caller to Public Safety entities."

Michigan will achieve NG9-1-1 through a phased approach, including the development of local and regional intranets capable of supporting an IP-Based 9-1-1 system; the development of public and/or private networks capable of transferring IP data between and among local networks; the development of appropriate interlocal agreements and supporting legislation; the technology to interconnect multiple networks seamlessly; and the replacement of PSAP customer premises equipment (CPE) with equipment capable of receiving and processing IP data, resulting in a statewide interconnected and interoperable system of local, regional, and national emergency services networks.

Considerations are:

- Infrastructure must be scalable and extensible.
- Infrastructure must be public safety grade, i.e. it must meet a higher level of availability, resiliency, reliability, security, and survivability than non-mission critical enterprise network infrastructure.
- Not all PSAPs/counties/regions will migrate at the same time. The legacy network and selective routers supporting the circuit switched network must continue to function. In concept, the legacy system would eventually connect to an ESInet gateway and convert legacy wireline/wireless 9-1-1 calls from analog into Session Initiation Protocol (SIP), attaching the caller's location information and presenting the call to the ESInet.
- Local, regional, and state ESInets must avoid potential single points of failure. Lack of redundancy and diversity in the 9-1-1 network can impact the reliability of 9-1-1 systems.
- There must be sufficient bandwidth and speed for data sharing between PSAPs.
- GIS data services should be considered for database sharing across the network using centralized databases while existing systems should be interfaced as deemed necessary. The network's increased capacity and speed will allow efficient transfer of mapping, CAD, and CPE call data.

- Regional 9-1-1 ESNets will require connectivity and plans should be carefully established. Plans and agreements should also be established for 7 X 24 X 365 monitoring and maintenance on interconnected ESNets.

4.4 Operations, Staff, and Training

Operations, staffing and training are the responsibility of the Michigan PSAPs, within the guidelines and standards established by the Michigan Public Service Commission upon recommendation of the State 9-1-1 Committee. It is critical that PSAP Administrators remain current on evolving multimedia technology and standards throughout the transition to NG9-1-1 and adjust operational procedures and policies, staffing levels, and training programs accordingly.

4.5 Governance

Governance and control of 9-1-1 has historically resided with the County Board of Commissioners, local governmental entities, and Authority Boards. It is envisioned that this model will continue, although evolving technology may lead to regional or other cooperative governance mechanisms.

The Michigan statute (PA 32 of 1986, as amended) defines a Consolidated Dispatch within a 9-1-1 Service District and the mandatory members of an Authority Board governing such an entity. Other models may evolve as technology reduces geographical limitations.

The State 9-1-1 Committee will monitor the maturing system and propose statutory amendments that address more flexible governance models and Committee structure as necessary.

Governance of 9-1-1 should not only focus on the basics of how and who oversees the provision of services, but also provide broad guidance on a statewide basis given Michigan's "local" control environment of today. Items that should be considered in future rule making with evolving technology and competition in the provision of 9-1-1 services should include, but not be limited to:

4.5.1 Public Access to Emergency Communications

- Include the requirements for provision of 9-1-1 service
- Definition of emergency communications system(s)
- Definition of communications service provider
- All communications service providers are subject to 9-1-1 rules and regulations
- Requirements for multiple line telephone systems (MLTS); requirement for all new technologies to provision emergency communications services

4.5.2 Data Privacy

- Ensure privacy protections of citizens who call 9-1-1 to the extent guaranteed by statute
- Develop and maintain rules for use of 9-1-1 data for:
 - All agencies necessary to have access to the appropriate data for calls in progress
 - Outbound notification systems for public safety purposes

4.5.3 Data Service Standards

- Promulgate appropriate service standards for provisioning of emergency communications system and services
- All communications service providers shall have minimum service standards for provisioning of emergency communications systems and services

4.5.4 Funding to Achieve the Vision

Funding for local 9-1-1 service is historically the responsibility of the County Board of Commissioners. A number of funding mechanisms have been available to the counties, including special millages and surcharges on communication

devices. The State of Michigan also collects a surcharge on communication devices, a portion of which is returned to the counties to help offset costs.

It is imperative that the NG9-1-1 ESInets be cost effective and competitive so that no additional costs are placed on Michigan taxpayers. The ability of many types of emergency services to share the ESInet should result in economies of scale. Fair cost allocation methodologies among all stakeholders will need to be developed.

Future work to ensure adequate and appropriate funding to support the provision of 9-1-1 services should include the historical groundwork already laid here in Michigan, but also look to embrace these key principles:

- Ability to authorize fee assessment and collection process
- A robust yet flexible means for adjustment of an established rate or rate structure already in place
- Define the mechanism for cost recovery, if necessary and appropriate

4.5.5 Stakeholder Engagement and Communications

PSAP Administrators must be prepared to handle contingency planning devoid of geographical constraints. PSAPs must develop up front agreements with neighboring and regional PSAPs, at a minimum, regarding cooperation and protocols.

PSAP and provider network administrators must discuss and codify in written agreements responsibility for design, development, deployment, security, monitoring, and reactive and preventative maintenance.

Database Administrators must develop widely diverse databases inherent in NG9-1-1 and collaboratively develop service issue resolution and escalation, data quality assurance measures, and security and data rights management.

Public information and education will be critical to the success of the implementation. The expectations of the public must be specifically established and communicated, especially during transitional phases during which 9-1-1 and PSAP capabilities may be different in various areas of the state.

4.5.6 Federal Government and Other National Factors

The Michigan 9-1-1 system will remain compliant with all Federal laws pertaining to 9-1-1 service.

4.5.7 Service and Application Providers

NG9-1-1 will introduce new service and application providers as needs for IP connectivity, monitoring, and maintenance evolve.

4.5.8 Infrastructure and Equipment Providers

NG9-1-1 will introduce new infrastructure and equipment providers to 9-1-1. The existing legal and regulatory environment will have to be reviewed and revised to allow: 1) architecture and technology neutrality, 2) the potential delivery of new services by non-Local Exchange Carrier service providers, 3) the extension of liability protection to current and future network service providers, and 4) the alignment of new service arrangements, costs, and funding mechanisms to support infrastructure.

4.5.9 Other Emergency Service Providers

Michigan will have working relationships with (and the ability to seamlessly share data with) other state and federal agencies that provide or support emergency services.

4.5.10 Other related state services

The Michigan NG9-1-1 system will be interactive and capable of two-way communication, integrating a number of non-public safety private and governmental services, such as suicide hotlines, trauma centers, poison control, road, public works, weather services, and Emergency Management. The ESInet will enable both the PSAPs and the general public to receive real time information, alerts, and warnings.

5. GOALS, OBJECTIVES, AND MEASURES

The goals of the revised State of Michigan 9-1-1 Plan for the State 9-1-1 Committee are to:

- Efficiently and properly implement the funding systems established in Public Act 32 of 1986, as amended.
- Effectively carry out the development of best practices and model policies for PSAPs, local 9-1-1 governing units, and service providers as set out in Public Act 32 of 1986, as amended.
- Develop a strategy for moving Michigan's 9-1-1 system to a Next Generation 9-1-1 platform that is IP-based and capable of processing 9-1-1 calls on a technology-neutral basis.
- Issue Request for Information (RFI) to establish identity of qualified providers for IP-based 9-1-1 network and Emergency Services Internet Protocol network (ESInet) functional elements. An RFI may result in the subsequent issuance of a Request for Proposal (RFP).

5.1 State of Michigan 9-1-1 Plan Goals and Objectives:

Revised Objective 1: Pursue collection enforcement provisions in the statute. With continued development of reporting and reviewing of revenue data, a recommendation from the SNC to the Michigan legislature should be proposed for legislative consideration by the end of 2011-2012 legislative session.

Completion Date: December 31, 2012

Measurement(s):

Revised Objective 2: Recommend, in consultation with PSAPs, the implementation of set operational standards and model policies for PSAP operations, 9-1-1 fund use, service provider 9-1-1 delivery functions, and best practices for 9-1-1 governing authorities.

Completion Date: June 30, 2012

Measurement(s): Issuance of administrative rules by the MPSC as recommended by the Committee.

Objective 3: Establish a written plan for migration from the current 9-1-1 legacy system to a Next Generation IP-based 9-1-1 system that identifies a timeline for implementation, system benefits, potential areas of challenge, and potential funding methods.

Revised Completion Date: July 31, 2012

Measurement(s): Issuance of a network migration plan and recommendation in the State 9-1-1 Committee's Annual 9-1-1 Report to the Legislature.

New Objective 4: Develop and issue "Request for Information" (RFI) document to ascertain identity of qualified IP-based 9-1-1 network providers, providers of Emergency Services Internet Protocol network (ESInet) functional elements, and the extent of their geographic coverage in Michigan.

Completion Date: December 31, 2012

Measurement(s): Issuance of a RFI to collect needed IP-based network information.

New Objective 5: (no previous Objective 5): Complete ENHANCE 911 Grant GIS Project to create a statewide GIS data repository for Michigan's PSAPs' use.

Completion Date: September 30, 2012

Measurement(s): Successful system test and use by participating PSAPs.

5.2 Tracking Progress

The activity towards the accomplishment of meeting each of the goals and objectives will be included in the State 9-1-1 Administrator's quarterly report to the Committee. This will include an evaluation of the "on target" status of each goal and objective, and any corrective measures/ action plans that may be necessary for any goals or objectives that are not being met. The goals, objectives, and status of each will be included in the Committee's Annual 9-1-1 Report to the Legislature.

6. RESOURCE ALLOCATION

The State 9-1-1 Office is under the management of the Michigan State Police, in accordance with PA 244 of 2003¹⁵. The office provides staff necessary to carry out the duties of the State 9-1-1 Committee, to include an Administrator, assistant to the administrator, two analysts, and a student assistant.

Currently there are eighty-six (86) 9-1-1 plans in the state of Michigan (Wayne County has four emergency service districts and the other counties each have one). Each county or emergency service district oversees its 9-1-1 system as written in its plan. The State 9-1-1 Office provides guidance and oversight to the counties and districts. Staff from the office is assigned to assist specific subcommittees and workgroups of the State 9-1-1 Committee.

Much of the work done by the Committee is done via various subcommittees. These subcommittees are composed of subject matter experts from both the public (state and county/PSAP level) and private sector who volunteer their time and expertise, providing resources to the state at no charge. Existing subcommittees can guide the plan's operational standards, model policies, 9-1-1 fund use, service provider 9-1-1 delivery functions, and best practices for 9-1-1 governing authorities. Since this work is voluntary, no costs can be assessed. The knowledge and background of the subcommittee members are beneficial, and play an important role in the implementation of the Plan.

Resource allocation to meet the goals and objectives of the Plan is challenging. Comprehensive planning is needed to identify the additional workload created to fulfill the objectives to develop a system for notification, data collection, reporting, review, and compliance of the funding systems. The planning stage of the project must assess needs, rank priorities, identify the number of staff required, estimate costs, and establish a time line for various phases of the project. Until this is completed, it is difficult to determine if the current staff of the State 9-1-1 Office can manage the additional work and if the appropriate expertise is available. The State 9-1-1 Office has access to other state agencies (such as the Department of Technology, Management and Budget) that may be able to assist in the implementation of this plan.

Changes to Michigan legislation were enacted in 2007 and 2008 in an effort to provide stable 9-1-1 funding. It appears that in most areas, the projected revenue streams are adequate to support the existing legacy 9-1-1 system. However, as this revised State 9-1-1 Plan is implemented, current funding and funding allocation may not be adequate for a migration to NG9-1-1 service. When preparing the operational budget to implement the plan, it will be necessary to consider state, as well as counties' and local PSAPs' funding. Providing 9-1-1 service to Michigan residents is a county responsibility. The counties and PSAPs may need additional support staff, technical experts, and equipment to meet the Plan's goals.

Funding must also be considered for the long-term support of the Plan. While funding and funding allocations may be in place at the beginning of the project, it is possible that this will change over the course of time. Procedures need to be identified to address these possible changes.

It is important to remember the Plan will be constantly evolving as technology advances and funding mechanisms alter. The State 9-1-1 Committee continues to be proactive in its efforts to ensure 9-1-1 services for the state's residents and visitors, regardless of the format of the 9-1-1 call that is placed.

¹⁵Under PA 244 of 2003, MCL484.1408(4) allowed \$0.005 (½ cent) of the CMRS \$0.29 surcharge to be used by the Michigan State Police to establish the state E9-1-1 coordinator position. Under PA 165 of 2007, MCL484.1408(4)(d) that provision was changed to 1.87% of the state 9-1-1 surcharge to maintain the office of the state 9-1-1 coordinator.

7. UPDATING THE PLAN

Prior to 2009, there was no single 9-1-1 plan for the State of Michigan. Each of the state's 83 counties prepared and maintained individual county-level (or in the case of Wayne County, four separate "Emergency Service District") plans.

The State of Michigan 9-1-1 Plan for 2009 was developed by, and will be updated by, the State of Michigan 9-1-1 Committee with assistance from the Committee's Emerging Technology Subcommittee and the State 9-1-1 Administrator. Beginning in 2009, the Plan will be included in the State 9-1-1 Committee's Annual 9-1-1 Report to the Legislature. The Plan will be updated at least every two years following the initial distribution date.

Changes to the plan will be documented in the following manner:

- The Plan is given a new version number following the annual review and update cycle, or following any interim update necessary. The number given at that time is a full number, that is; 1.0, 2.0, etc.
- Any changes made to the Plan on an interim cycle are given a fractional number, that is 1.1, 1.2, etc.
- All changes will be noted in the "Changes to the Plan" Chart listed as an appendix to the Plan.
- The footers of all revised pages are edited to indicate that the page has been revised and will include the date of the revision.

8. MECHANISM(S) FOR OVERSEEING AND MANAGING THE STATE'S 9-1-1 SYSTEM

In Michigan the 9-1-1 statute, Public Act 32 (PA 32) of 1986 (as amended), serves as the central oversight mechanism for 9-1-1 in the state. PA 32 sets out the authority for which a 9-1-1 system is enacted, as well minimum requirements of a 9-1-1 system. Under MCL 484.1303 (2)(a)(d) these requirements include: managerial, technical, operational, and fiscal considerations.

The State 9-1-1 Committee serves as a central coordinating body for 9-1-1 policy and planning. The Committee regularly issues best practices, model policies, and evaluates operational and funding compliance by PSAPs and counties through its compliance review system. By using compliance review, the Certification Subcommittee conducts comprehensive evaluations of local 9-1-1 operations, administration, and funding use. Further information is available at: www.michigan.gov/snc.

While the Committee has limited oversight powers, PA 32 currently permits direct oversight for funding use of 9-1-1 surcharges under MCL 484.1408(4)(a). Using this authority, the Committee has established a list of Allowable and Disallowable Wireless and Wireline 9-1-1 Surcharge Expenditures. In accordance with MCL 484.1401(b)(14), any changes made to the list's language must be transmitted to the Michigan Legislature 90 days prior to becoming effective.

Under previous statute, the Committee was required to certify that the counties were in compliance with requirements of Phase I and Phase II wireless deployment. However, upon completion of statewide Phase II deployment at the end of 2005, that requirement has since been migrated to rule-making under the Michigan Public Service Commission (MPSC). The MPSC, in consultation with the State 9-1-1 Committee, may promulgate rules for uniform procedures, policies, and standards for the receipt and expenditure of 9-1-1 funds [Sec. 413(1)(c)].

The State 9-1-1 Committee is also required to issue an annual report to the Michigan Legislature and Governor regarding the status of 9-1-1 in Michigan. The report is a comprehensive accounting of the status of 9-1-1 in the state. All reports issued since 2000 are available through the Committee's web site at: www.michigan.gov/snc.

Any further oversight mechanisms for the forward movement into NG9-1-1 are pending the Michigan NG9-1-1 study and the adoption of selected recommendations by the Committee and the Legislature.

As described throughout this plan, the State 9-1-1 Committee is inclusive at all levels in its processes to guide the Michigan 9-1-1 system, and encourages the participation of all stakeholders in Michigan's 9-1-1 community.

9. MECHANISM FOR INITIATING AND MONITORING AN IMPLEMENTATION PROJECT

Michigan's Landline E9-1-1 and Wireless E9-1-1(Phases I and II) implementation projects have been completed. These projects were conducted on a countywide or Emergency Service District level (i.e., Wayne County has four districts).

The focus of the 2011 Plan revision will be the implementation of a Next Generation 9-1-1 E9-1-1 system, frequently referred to as an internet protocol (IP) based 9-1-1 system.

The projects will be initiated and monitored by the respective County/District 9-1-1 Coordinators, State 9-1-1 Committee, and the State 9-1-1 Administrator. Based on the solution selected, the future progress of the system's components will be tracked by the State 9-1-1 Committee, the State 9-1-1 Subcommittees, and included in the State 9-1-1 Committee's Annual 9-1-1 Report to the Legislature.

Roles of the State 9-1-1 Committee and State 9-1-1 Administrator are outlined in Michigan's 9-1-1 statute (PA 32 of 1986, as amended).

Excerpts from Michigan's **EMERGENCY 9-1-1 SERVICE ENABLING ACT:**

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.

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.

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.

In 2008 the State 9-1-1 Office contracted with the Kimball Corp. to perform a feasibility study for the IP-based system, including PSAP surveys and current equipment inventories, with PSAPs in the state. Kimball presented its report to the State 9-1-1 Committee in December of 2009 with options for the type of IP system(s) to be implemented. A recommendation was made to the State 9-1-1 Committee in December of 2010. That recommendation was received, but not adopted by the State 9-1-1 Committee. Once the State 9-1-1 Committee has accepted a final solution and a project plan to that solution, the Plan will be modified to reflect further mechanisms for implementation and monitoring, if necessary.

10. CONCLUSION

This 9-1-1 Plan provides a road map for the future direction of Michigan 9-1-1. As each section has outlined, the process is accountable, proactive, and designed to move the 9-1-1 system forward.

The State 9-1-1 Committee recognizes that NG9-1-1 architecture supports an interconnected system of local, regional, and state emergency services networks, and will ultimately expand to cover the entire nation. Effective interconnection requires effective statewide planning and coordination, as well as effective interstate planning and coordination.

The State 9-1-1 Committee, through this plan - and the Committee's inclusive process - will move forward in its work to develop recommendations to drive NG9-1-1 forward. The Committee recognizes that changes in the state's 9-1-1 statutory and network environment may need to be changed. To that end, this Plan will be a dynamic document that is capable of reflecting those changes.

As reflected in the section on Goals and Objectives, the Committee also recognizes that, in addition to NG9-1-1, other goals such as minimum standards for dispatcher training, standard PSAP operational policies, 9-1-1 fund contribution compliance and reporting requirements are also elements in making progress in 9-1-1. The Committee has created and adopted this Plan, not to simply outline the need to plan for technical progress, but for operational progress as well.

In conclusion, the purpose of this Plan is to outline the process toward NG9-1-1 and to address operational issues that the State 9-1-1 Committee recognizes as key to successful overall delivery of 9-1-1 in the state. As it has done in the past, the Committee will continue to facilitate Michigan's 9-1-1 legacy of progress and adaptability as we move into the new challenges facing 9-1-1 in the future.

APPENDIX A - ACRONYMS

- ALI – automatic location identification
- APCO – Association of Public Safety Communications Officials
- CAD – computer-aided dispatch
- CLEC – Competitive Local Exchange Carrier
- CPA – Certified Public Accounting/Accountant
- CPE – customer premises equipment
- EAP –Employee Assistance Program
- EMS – Emergency Medical Services
- ESInet – Emergency Services Internet Protocol enabled network
- GIS – geographic information system
- ILEC – Incumbent Local Exchange Carrier
- IP – Internet Protocol
- LEC – Local Exchange Carrier
- LEIN – Law Enforcement Information Network
- MLTS – multiple line telephone system
- MPSC – Michigan Public Service Commission
- MSAG – master street address guide
- MSP – Michigan State Police
- NENA – National Emergency Number Association
- NG – Next Generation
- PSAP – public safety answering point
- SIP – Session Initiation Protocol
- VoIP – Voice over Internet Protocol

**ALLOWABLE/DISALLOWABLE USAGE OF
9-1-1 SURCHARGE FUNDS**

**BY WAY OF EXAMPLE, BUT NOT LIMITATION, THE FOLLOWING COSTS ARE ALLOWABLE OR
DISALLOWABLE (as approved by the STATE 9-1-1 COMMITTEE on June 23, 2009):**

**ALLOWABLE 9-1-1 SURCHARGE FUNDS
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 STATE 9-1-1 COMMITTEE 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/DISALLOWABLE USAGE OF
9-1-1 SURCHARGE FUNDS**

**ALLOWABLE 9-1-1 SURCHARGE FUNDS
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 and 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 9-1-1 SURCHARGE FUNDS
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
- Non-Emergency N-1-1 systems

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
6/21/2005**

**State 9-1-1 Committee revised
6/23/2009**

Appendix C

MICHIGAN STATE 9-1-1 PLAN
Changes to Chart

Sect.	Pg.	Para.	Original Plan	Changes in Plan
Cover Page			Date: "June 23, 2009"	Date: "September 20, 2011 Revision 2.0"
TOC	1			Insert "Appendix C Changes to Chart"
1	3	1		Insert "personnel" after country
1	3	2		Insert "The state . . . enacted."
1	3	3	Delete "will provide"	Insert "provides"
1	3	3	Delete "Next Generation (911)"	Insert "NG9-1-1"
1	3	3	Delete "the" before military	Insert "officials" after military
1	3	3	Delete "will"	Insert "may"
1	3	4		Insert "State 9-1-1" after The
1	3	4	Delete "will not only"	Insert "continues to"
1	3	4	Delete "biennially"	Insert "annually"
1	3	4		Insert "Since the . . . PSAPs"
1	3	4		Insert "s" after allow
1	3	4		Insert "and allowed . . . 2010."
1	3	Footnote 3		Insert "MCL 484.1712"
1	3	7	Delete "NG"	Insert "Next Generation"
1	3	7	Delete "will"	Insert "s" on provide
1	4	7	Delete "both"	
1	4	7		Insert "The Kimball. . . made"
1	4	8	Delete "asked that"	Insert requested that"
1	4	8	Delete "to"	
1	4	8	Delete "The Subcommittee"	Insert "That original subcommittee was"
1	4	8		Insert "The current . . . stakeholder" after community
1	4	• Public	Delete "Seven (7)"	
1	4	• Public	Delete "Mr. Ralph . . . Rapids)"	Insert "Ms. April . . . County)"
1	4	• Public	Delete "Ms. Christina . . . Department)"	Insert "Mr. Mike Muskovin . . . County)"
1	4	• Private	Delete "Seven (7)"	
1	4	• Private	Delete "Mr. Phillip . . . Business)"	
1	4	• Private	Delete "Ms. Susan . . . Wireless)"	
1	4	• Private	Delete "Mr. Scott . . . Mobility)"	Insert "(Mr. Kevin . . . Inc.)"
1	4	9	Delete "them"	
1	4	9		Insert "State 9-1-1" after draft
1	4	9		Insert "This . . . 2011." after 2009

2.2	5	1	Delete "The act is"	Insert "and"
2.2	5	1	Delete "These changes"	Insert "While . . . them"
2.2	6	Footnote 8	Delete "and"	Insert "deployment . . . 2011"
2.2	6	Footnote 9	Delete "will be"	Insert "were"
2.2	6	Footnote 9	Delete "Based . . . Michigan's"	Insert "In March . . . a"
2.2	7	2		Insert "PA 379 of 2008 and PA of 2010"
2.2	7	2	video, and video relay	Delete "and"
2.2	7	2	(VRS),	Insert ". While. . . them
2.2	7	2		Delete "these changes"
3.2.1	8	2 nd •	Delete Verizon	Insert "Frontier Communications"
3.2.1	8	2	Delete 154, 7, 25"	Insert "145, 5, 23"
3.2.1	8	2	Delete 16 Verizon"	Insert "13 Frontier"
3.2.1	8	3	Delete "Verizon"	Insert "Frontier Communications"
3.2.1	8	3	Delete "20"	Insert "22"
3.2.1	8	3	Delete "Verizon"	Insert "Frontier Communications
3.2.2.3	9	7	Delete "Verizon"	Insert "Frontier Communications"
3.2.2.4	9	1	Delete "Verizon"	Insert "Frontier Communications"
3.2.2.4	9	2	Delete "Tampa"	Insert "Wayne, IN and Everett, WA"
3.2.2.4	9	3	Delete "one hundred and eighty (184)"	Insert "one hundred sixty seven (167)"
3.2.2.4	9	3	Delete "seven (7)"	Insert "five (5)"
3.3	9	1		Insert "extended its" after contract
3.4.2	10	1		Insert "2010" after 2007
3.4.2	10	1	Delete "\$203,502,587"	Insert "\$185,065,373 . . . report)"
3.4.2	10	1		Insert "\$to the . . . \$197,342,963"
3.4.2	10	Chart		Insert "2010 Column w/figures"
3.4.2	10	Chart		Insert "\$185,065,373"
3.4.2	10	Chart		Insert "\$61,068,505"
3.4.2	10	Chart		Insert "\$30,535,241"
3.4.2	10	Chart		Insert "\$72,525,384"
3.4.2	10	Chart		Insert "\$22,911,924"
3.4.2	10	Chart		Insert "\$10,301,909"
3.4.2	10	Chart		Insert "Sources. . . etc" under Other Revenues
3.4.2	10	2		Insert "2010"
3.4.2	10	2	Delete "\$10,562,728.20"	Insert "\$8,125,514"
3.4.2	10	2	Delete "by . . . counties."	Insert "ittee . . . Downriver"
4.2	12	1 st ¶ 2nd line	Delete "NG9-1-1"	Insert Next Generation 9-1-1 (NG9-1-1).
4.2	12	2nd ¶	Delete "text/SMS to 9-1-1" after photographs	
4.2	12	2nd ¶		Insert "other data files" before etc.

4.3	13	3rd ¶		Insert "a statewide" before interconnected
4.5	14	1st ¶	regional other	Insert "or" before regional
4.5.2	14	1	Delete "Provisions . . . for"	
4.5.4	14	1st ¶	"for 9-1-1"	Insert "local" before 9-1-1
5	15	4th •	Delete "Establish . . . program."	Insert "Issue . . . (RFP)."
5.1	15	1 st ¶	Delete "Objective 1"	Insert "Revised Objective 1"
5.1	15	2 nd ¶	Delete "Objective 2"	Insert "Revised Objective 2"
5.1	15	3 rd ¶	Delete "Completion Date: July 31 2010"	Insert "Revised Completion Date: July 31, 2012"
5.1	15			Insert "New Objective 4"
5.1	15	6th ¶		Insert "New Objective 5"
5.2	15	1 st ¶	Delete "as to"	Insert "of" after evaluation
6	16	2nd ¶	Delete "multiple"	Insert "four"
6	16	3rd ¶	Delete "establish"	Insert "guide"
6	16	4th ¶	Delete "and" before review	Insert ", and compliance" after review
6	16	4th ¶	Delete "ie:"	Insert "such. . . Technology,"
6	16	4th ¶	Delete "Information Technology"	
6	16	4th ¶	Delete "project."	Insert "plan."
6	16	5th ¶	Delete "New"	Insert "Changes in"
6	16	5th ¶	Delete "recently"	Insert "were"
6	16	5th ¶	Delete "attempts"	Insert "in . . . effort"
6	16	5th ¶	Delete "the Legislature . . .if"	Insert "It . . . areas"
6	16	5th ¶	Delete "correct to"	Insert "adequate"
6	16	5th ¶		Insert "However"
6	16	5th ¶	Delete "new"	Insert "revised"
6	16	5th ¶	Delete "the"	Insert "there . . .the"
6	16	5th ¶	Delete "s"	Insert " it will . . . consider"
6	16	5th ¶	Delete "at the"	
6	16	5th ¶	Delete "level,"	
6	16	5th ¶	Delete "the needs of the"	
6	16	5th ¶	Delete ", must be included."	Insert "funding."
7	17	3rd •	Delete "The date . . . change"	Insert "All . . . plan."
7	17	4th •	Delete "The description . . . affected."	Insert "The footers . . . revision"
8	18	2nd ¶	Delete "etsc"	Insert "snc"
8	18	3rd ¶	Delete "list's"	Insert "lists"
8	18	5th ¶	Delete "etsc"	Insert "snc"
8	18	7 th ¶	Delete "and . . .levels"	Insert "is inclusive . . . system"
9	19	1 st ¶	Delete "such"	
9	19	2nd ¶	Delete "2009 Plan"	Insert "2011 Plan revision"
484.1601	19	2nd ¶	Delete "will . . . recommendation"	Insert "present its report"
484.1601	19	2nd ¶		Insert "with options"
484.1601	19	2nd ¶		Insert "A recommendation . . ."

				Committee. " before Once
484.1601	19	2nd ¶	"a solution"	Insert "final" before solution
484.1601	19	2nd ¶	"solution, the"	Insert "and . . . solution," the
10	20	4 th ¶	Delete "and"	Insert "9-1-1 . . . and" after policies"

State Fees & Organizational Structure
Exact amounts may be adjusted locally (July 2011)

State	WLN Fee	WLS Fee	VoIP Fee	Prepaid
Alabama	Up to 5% of the maximum base tariff rate and counties with a population of less than 25,000 may charge up to \$2.00 or charge the 5% based on the tariff rate.	\$0.70	Varies per Wireline Structure	
Alaska		Up to \$2.00	N / A	
Arizona	\$0.20	\$0.20	\$0.20	
Arkansas	5% or 12% of tariff rate	\$0.40	N / A	
California	.5% of intrastate toll	.5% of intrastate toll	.5% of intrastate toll	
Colorado	Up to \$0.70, higher with PUC approval	Same as wireline.	Same as wireline.	
Connecticut	\$0.50	\$0.50	\$0.50	
DC	\$.76 per exchange access line	.76 per TN that has a DC billing address	\$0.76	
Delaware	\$0.60	\$0.60	N / A	
Florida	Up to \$0.50	\$0.50	\$0.50	Suspended
Georgia	Up to \$1.50	Up to \$1.50	\$1.50	Point of sale \$0.75 per transaction
Hawaii	\$0.27	\$0.66	N/A	
Idaho	Up to \$1.00	Up to \$1.00	\$1.00	
Illinois	\$0.30 up to \$5.00	\$0.73	N / A	
Indiana	3% to 10% of monthly access charge	\$0.50 p to \$1.00	VOIP Carriers to Pay local landline fee direct to PSAP	\$0.25 POS
Iowa	Up to \$1.00 plus another \$1.50 for 24 mons.	\$0.65	Varies per Wireline Structure	
Kansas	Up to \$0.75	\$0.50	\$0.50	
Kentucky	Up to \$4.50	\$0.70		
Louisiana	5% of tariff rates	\$0.85	Varies per Wireline Structure	
Maine	\$0.45	\$0.45	\$0.45	\$0.45 POS
Maryland	\$1.00	\$1.00	\$1.00	
Massachusetts	\$0.75	\$0.30	N / A	
Michigan	State = \$0.19/Local Varies (up to \$3.00)	State = \$0.19/Local Varies (up to \$3.00)	Same as WLN & WLS	\$0.90
Minnesota	\$0.80	\$0.80	\$0.80	
Mississippi	\$0.85 to \$2.05	\$1.00	N / A	
Missouri	15% of tariff rate or \$0.75	none	N / A	
Montana	\$1.00	\$1.00	\$1.00	
Nebraska	\$0.50 or higher under certain conditions	0.50 (can go to \$.70)	N / A	
Nevada	\$0.25 or tax base	\$0.25 or tax base	N / A	
New Hampshire	\$0.25	\$0.25	N / A	
New Jersey	\$0.90	\$0.90	\$0.90	

State	WLN Fee	WLS Fee	VoIP Fee	Prepaid
New Mexico	\$0.51	\$0.51	N / A	
New York	\$0.35 or \$1.00	\$0.35 and &1.25	N / A	
North Carolina	\$0.60	\$0.60	\$0.60	
North Dakota	\$1.00**	\$1.00**	\$1.00**	\$1.00 ** per device or 2% assesment on the gross revenue received from the sale of prepaid wireless aech month
Ohio	Property tax and/or fee up to \$0.50	\$0.28	N / A	
Oklahoma	Varies up to 15% of tariff rates	\$1.50	Varies per Wireline Structure	
Oregon	\$0.75	\$0.75	\$0.75	
Pennsylvania	\$1.00 to \$1.50	\$1.00	\$1.00	
Rhonde Island	\$0.47	\$0.47	\$0.47	
South Carolina	\$0.50 to \$1.50	\$0.58	N / A	
South Dakota	\$0.75	\$0.75	\$0.75	
Tennessee	Up to \$1.50 on resid. & Up to \$3.00 for bus.	Up to \$3.00, currently set at \$1.00	Up to \$3.00 currently set at \$1.00	
Texas	\$0.50 plus it varies by HRC & ECD	\$0.50	\$0.50	2% POS
Utah	\$0.61 local fee plus \$0.08 state fee	\$0.61 local fee plus \$0.08 state fee	\$0.61 local fee plus \$0.08 state fee	
Vermont	USF	none	N / A	
Virginia	\$0.75	\$0.75	\$0.75	
Washington	\$0.25 state & \$0.70 local	\$0.25 state & \$0.70 local	\$0.25 state & \$0.70 local	
West Virginia	Varies	\$3.00	Varies per Wireline Structure	
Wisconsin	Varies	\$0.00	N / A	
Wyoming	\$0.25 - \$0.75	\$0.25 - \$0.75	\$0.25 - \$0.75	N/A

<p>State 9-1-1 Committee 2010 Annual Report to the Michigan Legislature PUBLIC SERVICE ANNOUNCEMENT</p>
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THINGS CONSUMERS SHOULD KNOW ABOUT 9-1-1 PRODUCTS

**FROM THE STATE 9-1-1 COMMITTEE IN MICHIGAN
MARCH 2011**

Thinking about purchasing a communications service to help you in the event of emergency? Considering downloading an application that adds “extras” to 9-1-1 on your Smart phone? Are you looking into buying a phone or communications product that will assist you to locate a lost or missing disabled or elderly person through the 9-1-1 system? Have you purchased a 9-1-1 application? Before you do, here’s some information that should help inform you about the myriad of products and services that are being marketed to the public as well as some of limits on the current 9-1-1 system.

Non-Service Initialized Phones:

Under an order issued by the Federal Communication Commission (FCC), 9-1-1 calls made from cellular phones must be routed to a 9-1-1 center (commonly known as a public safety answering point or PSAP), **whether they have active service from a provider or not.**

- These phones are known as NSI phones and 9-1-1 calls on NSI phones usually route to a PSAP, but **in most cases, they DO NOT provide the caller’s call-back number or the caller’s location.**
- Some services, such as alerting services (like one-touch calling services for senior citizens) may use NSI phones to call 9-1-1 on a wireless/cellular device. If this is the case, in most circumstances, no call-back number or location information will accompany the call.
- Many donated wireless phones that are given away in charitable programs are NSI phones.

Texting 9-1-1:

Texting, also known as SMS (or short message service) has become a common means for people to communicate.

- While texting is often quick, convenient, and in some cases, even easier than making a phone call, the **technology to text 9-1-1 has not yet evolved!** At this time, text 9-1-1 messages cannot be moved into the 9-1-1 routing system, nor can location information be provided via text, or can a 9-1-1 phone line send an outgoing text message.
- Until a broad 9-1-1 network upgrade has been done and a system for the provider to send 9-1-1 text messages has been established, use your regular voice-based system or TTY to activate an emergency call.
- If you are hard of hearing or deaf and do not have access to a TTY, a 9-1-1 call on a voice-based line may be your best option, even if you are unable to speak.

Dialing 0:

Before the widespread use of 9-1-1, dialing “0” for a telephone operator was commonly used as a means to report an emergency. While 9-1-1 has replaced this system, it is still sometimes used by some people in an emergency.

- Be aware! Responses and capabilities of the “0” for operator vary from provider to provider (and even from state to state).
- Your location may not be displayed to the operator.

- Your call may be answered by a communications provider's operator outside of your state who is not familiar with your emergency response system, and may not be trained to answer emergency calls to the level that an emergency dispatcher/telecommunicator is.

Disconnected Phones:

In some areas, disconnected landline phones will still be able to dial 9-1-1, in other areas they cannot. This varies from provider to provider and if it is a potential issue in your household, it is advisable to check with your telephone provider in advance.

Are you thinking of switching providers, phone service, or technology?

There is now a myriad of products on the markets, many of them offering lower costs and more options for service (such as multiple lines, voice mail, and data service).

- It is important to research **any** product or service that you are thinking of buying, since they are regulated at different levels, and in some emerging technologies, they may have not have any regulatory oversight at all.
- Some do not work if you do not have electricity.

Subscription Based Services:

When searching for a simple, easy way to use a product to activate an emergency response for you in the event you can't reach the phone, such a device that can be worn as a pendant or clipped to a belt, make sure you ask the provider/seller, "What does it do?" If a product is being sold and promises to reach a 9-1-1 center, ask the following questions:

- A. Does the product provide location information of the caller to the PSAP?
- B. Does the product provide a call-back number to the PSAP?
- C. If the answer is no to A or B above, ask the provider selling you the service is the emergency call routed to a private/corporate call center that can contact a PSAP for you with your location information and information about the emergency?

Downloaded Applications:

With the inception of SmartPhones, iPhones, Droids, and the ever-growing options of data-based services that you can have literally at your fingertips, the axiom, "there's an app for that" can also extend to different services using the term 9-1-1. If you want to download an app, make sure you educate yourself about what you are getting. Here are some questions which you should ask:

1. Where does this service work and is the information from the application applicable every where? Not all jurisdictions across the country participate in notification systems or have the ability to update events in "real time."
2. If you download an application, ask yourself, "How is this application going to help in an emergency?"
 - For instance, how is an application that contacts third parties for you when you call on going to affect you and them when you make an emergency call?
 - Do you have the personal resources to keep that information current?
 - Are others aware that you have made them part of your 9-1-1 service?

Remember, the technology market for consumers is constantly evolving and new products and services are emerging all the time, if you have a question or if the product sounds to "too good to be true" contact your local 9-1-1 director not by calling 9-1-1, but by calling the administrative number listed for your local 9-1-1 center at: www.michigan.gov/documents/msp/PSAP_2011_327250_7.pdf). If you'd like to learn more about 9-1-1 in Michigan, visit the State 9-1-1 Committee's Web site at: www.michigan.gov/snc.

<p>State 9-1-1 Committee 2010 Annual Report to the Michigan Legislature GLOSSARY</p>

- 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.

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.

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.

ESGW Emergency services gateway A component, residing in the VoIP service provider's network, Responsible or 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.

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.

First Responder Police, fire or medial resource who is dispatched to handle 9-1-1 calls and deliver emergency services.

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.

- 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 Local Exchange Carrier** A Telecommunications Carrier (TC) under the state/local Public Utilities Act that provide local exchange telecommunications services. Also know 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.
- 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.
- 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.
- 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.
- 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**
- 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.
- 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.

PSTN Public switched telephone network The international telephone system based on copper wires carrying analog voice data.

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.

Selective Router The node in the emergency services network that performs enhances call routing for 9-1-1 calls. Usually operated by the LEC.

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.)

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.

SNC State 9-1-1 Committee Effective at its June 24, 2008 meeting, the Emergency Telephone Service Committee changed its name to reflect current systems and technology. Its original creation and purpose remains the same.

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.

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.

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."

(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.

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 Rule making (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 Rule making (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.