

2016

Annual Report to the Michigan Legislature

State 911 Committee

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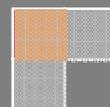


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RICK SNYDER
GOVERNOR

State of Michigan
STATE 911 COMMITTEE
LANSING

MR. TIM SMITH
CHAIR

Dear Michigan Legislators:

As the 2016 Chair of the State 911 Committee (SNC), I am pleased to present the Annual Report to the Michigan Legislature.

Consistent with Section 412 of P.A. 32 of 1986, as amended, each year the SNC provides the Legislature with data about Michigan's 911 systems. It is the goal of the SNC to provide the Legislature with information about 911 as required by statute, but we also want to provide additional information that is useful to you and the citizens of Michigan.

While there is a lot of progress and news to report this year, I will start with the most substantial information of our 2016 report. One of the statutory responsibilities of the SNC under MCL.484.1412(1)(c) is to make recommendations to the Legislature on 911 funding in Michigan. There have been no recommendations from the SNC to change the State 911 fee since the P.A. 249 of 2006 Report was issued in November of 2006. Those recommendations became P.A. 164 and 165 of 2007. This year, with the emerging growth of digital IP-based (NG911) 911 networks, the SNC is ending its years of silence on changing the 911 fee in Michigan.

At its June 2016 meeting, an overwhelming majority of the SNC voted to recommend a set of legislative changes to meet the growing demands of migrating 911 service from analog to digital. Those changes include moving the State 911 fee from \$0.19 a month to the statutory cap of \$0.25. The additional \$0.06 a month will create a SNC-monitored fund to meet the expense of IP-based 911. This will still allow the current analog 911 network to operate using the current technical fee collected by the telephone companies under MCL 484.1401d. *(The SNC's full legislative recommendations are detailed in Appendix A.)*

In addition to the legislative recommendations, there have been several noteworthy milestones reached since the SNC's 2015 Annual Report to the Legislature. While they are detailed further in other sections throughout this report, some of those milestones include:

- While not a project of the SNC, several additional counties in Michigan have, or are soon moving to, an IP-based 911 system. *(See Appendix B.)*
- The continued active deployment of the interim text-to-911 solution by 911 centers across Michigan. *(See Appendix C.)*
- The Multi-Line Telephone Systems (MLTS) operator guidelines were issued in December 2015. Since that time, the deadline for compliance for MLTS was moved from December 31, 2016, to December 31, 2019, by P.A. 244 of 2016. *(See Appendix D for the MLTS operator guidelines.)*

In closing, I sign this introductory letter with confidence that the 911 services provided to the citizens of Michigan are performed by highly trained, dedicated public safety employees. We, the members of the 911 community and the people of this great state, should be proud of our State's progress, willingness, and commitment to the betterment of 911. We have done a great deal of good work in a little amount of time. I would like to take this opportunity to thank you, our elected leaders, for your enduring support of Michigan 911.

Sincerely,

Mr. Tim Smith, Chair
State 911 Committee

Association of Public Safety Communications Officials • Commercial Mobile Radio Service • Department of Labor and Economic Growth
Department of State Police • Deputy Sheriff's Association • Fraternal Order of Police • Michigan Association of Ambulance Services
Michigan Association of Chiefs of Police • Michigan Association of Counties • Michigan Communications Directors Association
Michigan Association of Fire Chiefs • Michigan Professional Firefighters Union • Michigan Public Service Commission • Michigan Sheriff's Association Michigan State Police
Troopers Association • National Emergency Number Association • Telecommunications Association of Michigan • Upper Peninsula Emergency Medical Services • Members of
the general public appointed by the Governor, Speaker of the House, and Majority Leader of the Senate

Emergency 911 Service Enabling Act Reporting Requirements

MCL484.1412 states: (1) The committee shall make a report annually on the 911 system in this state, and the state and county 911 charge required under MCL484.1401, 484.1401a, 484.1401b, 484.1401c, 484.1401d, and 484.1401e, and distributed under MCL484.1408 not later than August 1 of each year. The report shall include, at a minimum, all of the following:

A. The extent of emergency 911 service implementation in this state.

All of Michigan's 83 counties are both Phase I and Phase II compliant. At this time, all counties are delivering Enhanced 911 on both wireless and landline communications. Twenty-three counties and the Conference of Western Wayne are providing text-to-911 services.

B. The actual 911 service costs incurred by Public Safety Answering Points (PSAP) and counties.

Each county was asked to report 911 costs and any other allowable 911 fund expenditures for calendar year 2015. *(A detailed list of responses can be found in Appendix E.)*

The reported annual allowable expenses from 911 surcharge funds by the PSAPs and counties combined was \$85,666,189.30

Overall, counties reported receiving \$64,755,058.74 in local 911 surcharge funding during 2015. Other funding sources reported included \$114,742,581.20 in general funds, and \$33,018,238.38 from 911 dedicated millage generated funding. Treasury reported distributing \$23,786,533 to counties in State 911 Funds during January through December 2015. *(See Appendix F).*

Even though some landline providers do not participate in the technical surcharge pooling process (based on the annual accounting of the landline providers and the "true up" performed by a contracted quality assurance vendor), reported technical costs in 2015 were \$7,028,674 *(Baraga County did not report).*

The cost of wireless 911 delivery to landline service providers (AT&T, Frontier, and Peninsula Fiber Network [PFN]) reimbursed through MCL484.1408(4)(b), as approved by the Michigan Public Service Commission under Case No. U-14000, totaled \$1,778,838.72 for calendar year 2015. This is an increase of \$412,457 from the \$1,366,381 reimbursed in 2014.

C. The state 911 charge required under MCL484.1401a and a recommendation of any changes in the state 911 charge amount, or in the distribution percentages under MCL484.1408.

On June 8, 2016, the SNC adopted recommendations to change both the state 911 charge amount and the distribution levels. These recommendations will require action by the Legislature. (More details about these changes are outlined in Appendix A.)

D. A description of any commercial applications developed as a result of implementing the Emergency 911 Service Enabling Act, 1986 PA 32.

No providers reported any commercial applications in 2015.

E. The charge allowed under sections MCL484.1401, 484.1401a, 484.1401b, 484.1401c, 484.1401d, and 484.1401e, and a detailed record of expenditures by each county relating to this act.

County reports indicate the total revenue generated for use of 911 was \$89,151,932.43. (A detailed record is set forth in Appendix E and the 911 surcharges for each county are contained in Appendix G.)

An Overview of 911 in Michigan

This background helps to give readers an “at-a-glance” picture of the 911 operations in Michigan.

State 911 Committee

The State 911 Committee (SNC) has 21 members representing local public safety, private sector, industry, and state services. (See *Appendix H.*) The SNC was established in accordance with the Emergency 911 Service Enabling Act to promote the successful development, implementation, and operation of 911 systems across the state of Michigan. The SNC meets quarterly, while its subcommittees may meet more frequently.

Subcommittees of the SNC include:

Certification
Dispatcher Training
Emerging Technology
Legislative Action
Policy

What do PSAPs do?

In Michigan, 911 calls are answered at Public Safety Answering Points (PSAPs). A PSAP is a 24-hour, seven-days a week public safety emergency and non-emergency entity that responds for police, fire, and emergency medical services. PSAPs may also perform other important public safety services such as Law Enforcement Information Network (LEIN) entry, poison control transfers, and the activation of community alerts.

As of July 1, 2016, there are 145 PSAPs in Michigan, operating at various levels:

- Cities/Municipalities: 68
- County: 65
- Multi-county: 5
- State: 3
- Universities: 4

In 2015, Michigan PSAPs reported answering 6,994,127 calls on 911 lines (wireline, wireless, and VoIP combined).

A detailed record of call volumes, as reported by each county, is available in Appendix I.

Under the Emergency 911 Service Enabling Act, 911 is established at the county level by implementing a county 911 plan. Each county determines locally how its 911 operations are funded.

As reported by Michigan’s counties, funding resources of \$257,312,334 for PSAPs approximately included:

- State 911 Fee Distribution Received: \$24,396,873.69 (9%)
- Local 911 Fee Received: \$64,755,058.74 (25%)
- Millage Receipts: \$33,018,238.38 (13%)
- General Fund Monies: \$114,742,581.20 (45%)
- Other Receipts: \$20,399,582.70 (8%)

Note: *Some PSAPs are under the operating budget of a larger public safety entity. In such a situation, some operating costs are not reflected in the reported budget amount.*

The "Other Receipts" figure contains additional revenues such as fees and rental income, but may also indicate non-revenue funding such as loans and contracts with other counties using 911 revenue already reported.

Technical Costs

Even though some landline providers do not participate in the technical surcharge pooling process (based on the annual accounting of the landline providers and the "true up" performed by a contracted quality assurance vendor), reported technical costs in 2015 were \$7,028,674 (Baraga County *did not report*).

The cost of wireless 911 delivery to landline service providers (AT&T, Frontier, and PFN) reimbursed through MCL484.1408(4)(b), as approved by the Michigan Public Service Commission under Case No. U-14000, totaled \$1,778,838.72 for calendar year 2015. This is an increase of \$412,457 from the \$1,366,381 reimbursed in 2014.

Department of State Police

In accordance with MCL484.1714, the Michigan State Police (MSP) provides staff assistance to the SNC as necessary to carry out their responsibilities. Assistance comes from the State 911 Office, which is housed within the Administrative Services Bureau (ASB) of the MSP. The commander of the ASB serves as the Michigan State Police representative to the SNC.

The State 911 Office provides a number of services to the SNC and the 911 community, including:

- Presentations on 911 issues to various public and private stakeholder groups.
- Coordination and oversight of the State 911 Dispatcher Training program and funds.
- Maintenance of the SNC website (www.michigan.gov/snc), which includes items such as:
 - List of Michigan primary PSAPs.
 - Funds distributed to counties and PSAPs by the Michigan Department of Treasury.
 - State and local 911 surcharge amounts.
 - Allowable and disallowable expenditures of 911 funds.
 - List of approved training courses.
 - Posting of meetings and minutes of the SNC and its subcommittees.
- Maintenance of centralized 911 data collection and reporting.
- Management of the Dispatcher Training/Tracking Program to ensure compliance with the Dispatcher Training Standards.
- Compliance reviews and facilitation of best practice standards.
- Statutory notices on state and local surcharges to communications providers, counties, and PSAPs.
- Assistance to members of the public, industry, and all levels of government with questions regarding 911.
- Coordination of the Annual Emerging 911 Technology Forum.
- Coordination of the activities of the SNC and its subcommittees.

Michigan State Police-Managed PSAPs

Upper Peninsula Dispatching

The MSP Negaunee Regional Communication Center (NRCC) serves as the primary PSAP and provides full dispatching services for the counties of Keweenaw, Houghton, Baraga, Ontonagon, and Schoolcraft.

From January 1 through December 31, 2015,
the NRCC answered 35,386 calls on 911.

Michigan State Police Detroit Metro-Area Wireless 911 Services

At times, wireless 911 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 through December 31, 2015,
the DRCC answered nearly 100,000
wireless 911 calls.

Michigan State Police Northern Lower Peninsula

Effective January 2014, the GRCC became the primary PSAP providing full dispatching services for Otsego County.

During the 2015 calendar year, GRCC answered 12,077 calls on 911.

Michigan State Police Central and Southwest Michigan – Lansing Regional Communication Center

Michigan State Police dispatch operations for West Michigan are consolidated and located within the MSP Lansing Regional Communication Center (LRCC). Due to a reorganization, LRCC does not receive 911 calls at this time.

Department of Treasury

For questions, contact Ms. Juanita Sarles at SarlesJ1@michigan.gov

The Department of Treasury is responsible for the financial administration of the State 911 Fund. Financial administration tasks include:

- Processing remittances received from telecommunication suppliers and prepaid wireless telecommunication service sellers.
- Making distributions to counties and PSAPs as directed by the SNC.
- Making distributions to local exchange providers as directed by the Michigan Public Service Commission.
- Accounting for these transactions.

Cash receipts from telecommunication suppliers, prepaid wireless telecommunication service sellers, and interest earnings for January 1, 2015, through December 31, 2015, total \$28.5 million. Treasury's Bureau of Investments invests the Emergency 911 Fund balance as part of the State's common cash fund.

Treasury processes four types of payments for the State 911 Fund:

- 1. & 2. County payments** made quarterly to counties that have a final 911 plan in place. The payments are based on 82.5% of the money deposited in the Emergency 911 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 made for reimbursements in accordance with the Michigan Public Service Commission's June 29, 2004, order in Case No. U-14000 for wireless emergency service costs recoverable pursuant to MCL484.1408(4)(b). Payments are based on 7.75% of the money deposited in the Emergency 911 Fund. As of December 31, 2015, a balance of \$4.9 million remains in the fund for disbursement.
- 4. PSAP training fund payments** made semi-annually are based on 6% of the money deposited in the Emergency 911 Fund. The 28th training fund payment of \$896,705 was made in December of 2015 and was distributed to 114 PSAPs. The next payment will occur in the spring of 2016.

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

(Report as of June 2016)

See Appendix F for the distribution report of emergency 911 funds to counties. An overview of the emergency 911 funds is reported in Appendix J.

Next Generation 911

Next Generation 911, known as NG911 in the public safety community, is the future framework for 911 call delivery. NG911 is a closed digital (IP-based) 911 network that is standards-based, scalable, secure, redundant, and built to meet the needs of public safety.

Why do we need to change to NG911?

- The current 911 system is reliable and effective, but was designed for analog, voice-based, landline calls.
- We know technology has advanced dramatically, with new ways of transmitting information with mobile phones and other devices commonly carried by everyone from children to senior citizens. The question the public safety community faces is how can it take advantage of new data transmitted by these devices, including photos, videos, text messages, and web-based applications to better respond to people in need.
- The current 911 system is limited in its ability to process additional data that might accompany a call, to transfer calls from jurisdiction to jurisdiction, and to accommodate the advancing technologies and applications commonly used by people to receive information and communicate with one another.
- To make this happen, changes will have to be made in technology, policy, funding, and how 911 communications are managed.

Benefits to upgrading to NG911

- Upgrades to the 911 system will allow Michigan residents access to 911 and public safety agencies using forms of communication and technology that are more robust, familiar, efficient, and easily accessible.
- Features such as sending texts, pictures, and videos through 911 could make it easier for first responders to locate people in distress, and all would be possible in the NG911 environment.
- The upgrade would improve the ability to send callers' critical information, such as on-scene accident information and special needs data, from the 911 centers to emergency providers.
- NG911 provides more opportunities for sharing data and for different systems and software applications to communicate, exchange data, and use the information that has been exchanged.
- The upgrade would also mean increased network reliability and flexibility, such as:
 - Applications that work with and enhance 911, such as the ability to send reports of traffic problems or alerting qualified citizen responders when CPR is needed nearby.
 - The ability to send photos of a crime in progress or the damage caused in a traffic crash along with a 911 call to the 911 center.
 - Direct connectivity for text-to-911.
 - Making it easier to transfer calls from one 911 center to another.
 - Back-up systems in network "rings" that mean people would still have access to 911 services even in the event of a 911 outage.
 - The ability to better route calls to additional locations to increase response levels in critical incidents and large-scale events.

Michigan 911 Milestones

Text-to-911:

Last year, when the SNC issued its Annual Report to the Legislature, seven Michigan counties had deployed text-to-911 services. At the time of this report, there are 23 counties, plus the Conference of Western Wayne, providing text-to-911 services to their citizens. There are also 17 more counties actively working to implement text-to-911 (*see Appendix C*).

At present, more than 35% of Michigan's population is served by text-to-911 services.

In September of 2015, the entire Upper Peninsula went live with text-to-911. Also, in May of this year, the entire Upper Peninsula began using the Michigan Geographic Information System (GIS) repository system to geo-route all of its text-to-911 calls. This is exciting because geo-based 911 call routing is a key component to moving to NG911. A beta test project to geo-route *all* 911 calls (landline, wireless, and VoIP) for the three-county region of Chippewa, Mackinac, and Luce Counties began in late 2015. That project is expected to be test-ready by mid-August of 2016.

Multi-Line Telephone System:

In June of 2015, the final revisions of the Michigan Public Service Commission's adoption of the SNC's 2014 recommendations to amend the rules on Multi-Line Telephone Systems (MLTS) went into effect.

In October of 2015, the SNC issued a preliminary informal guideline document to assist MLTS operators with compliance to the rules. (*See Appendix D.*) That document was finalized by the SNC in December and distribution of it began immediately. The SNC issued informational letters with the guidelines to approximately 50 organizations whose memberships often operate MLTS systems, such as educational organizations, health care providers, hospitality associations, etc. There was also a statewide news release of the (then) upcoming MLTS deadline (December 31, 2016) issued through the Michigan State Police Public Affairs media distribution system, as well as local outreach through many PSAPs.

While many MLTS operators began taking steps towards MLTS compliancy, a number believed the deadline was too near, based on the changed square footage threshold from 40,000 square feet to 7,000 square feet. In June, P.A. 244 of 2016 was signed by the Governor to extend the deadline to December 31, 2019, to meet the need for more time that many MLTS operators believe was needed to meet the requirements of the rule.

Next Generation 911:

In 2015, the SNC reported several independent local projects being developed throughout the state to create regions for IP-based NG911 systems. By June 1, 2016, two counties (Genesee and Otsego) deployed the IP-based 911 network provided by Peninsula Fiber Network (PFN) with 11 more counties under agreement with PFN to deploy IP-911 in the next 6-12 months. There are also 23 additional counties under contract with PFN for IP-based 911 deployment; however, the deployment dates for those counties have not yet been reported to the SNC. (*See Appendix B for status.*)

In 2015, two Michigan Counties contracted with an IP-based network provider to replace their analog 911 network with an IP-based 911 network.

The Emerging Technology Subcommittee is currently undertaking the development of a best practices guideline document for IP-911 deployment for the counties to use in moving towards NG911. That document is expected to be ready for approval at the December 2016 SNC meeting.

Miscellaneous:

- Michigan is a consistent and early contributor when providing data for the National 911 Profile database. This database, which is a significant information resource to federal, state, and local 911 systems, as well as policy makers, can be found at www.911.gov.
- In 2015, the approval, creation, and testing of a statewide LEIN message system for the use of PSAPs during 911 outages was completed. Following that, a comprehensive guideline was developed for use by PSAPs and communications providers alike in the event of a 911 outage, large or small. Those guidelines are going through the final review process for implementation on July 1, 2016.

Certification Subcommittee Report

The Certification Subcommittee met on the following dates in 2015: February 17, March 24, May 27, and August 27.

Mr. Richard Feole, Deputy Director at Calhoun County, served as chair of the Certification Subcommittee. Mr. Barry Nelson left the subcommittee in August 2015.

The Certification Subcommittee is a subcommittee of the SNC that serves to ensure requirements and deadlines in the 911 statute are met. Its tasks include:

- 911 compliance reviews of counties/PSAPs.
- Recommending the criteria established by the SNC as allowable expenditures. (*See Appendix M for the complete "Allowable/Disallowable Usage of 911 Surcharge Funds" listing.*)
- Reviewing county 911 plans.
- Making recommendation to the SNC for quarterly certifications for wireless 911 fund distribution.
- An initial place for appeal for expenditure issues.

As stated above, the Certification Subcommittee is tasked with conducting compliance reviews, which is the process of examining a county/PSAP accounting and use of 911 funds collected under P.A. 32. There are three different types of reviews:

- **For cause reviews** may be initiated based on reasonable suspicion of questionable practices. *Reasonable suspicion* is defined as "objective and specific facts that are capable of being articulated."
- **Random reviews** will be conducted as determined by the SNC (through a random draw process by the Certification Subcommittee) for the following reasons:
 - To develop best practices regarding the implementation of 911 services and on-going operational processes.
 - To assure compliance with the emergency services order and the 911 Act.
 - Other reviews deemed appropriate by the State 911 Committee.
- **By request reviews** made through a county's chief administrative official, chair of an SNC subcommittee, or other appropriate authority may be conducted upon the approval of the SNC. Requests will be made to the Certification Subcommittee and approved on a per county basis.

The following is a brief overview of compliance reviews conducted during 2015:

1. Dickinson County: This *random* review carried over from its selection in May 2014 and the final report was approved by the SNC in March 2015.
2. Sanilac County: This *random* review carried over from its selection in August 2014 and the final report was approved by the SNC in March 2015.
3. Roscommon County: This *random* review carried over from its selection in August 2014 and the final report was approved by the SNC in March 2015.
4. Saginaw County: This *random* review was selected in December of 2014 and remained in the draft process through 2015.
5. Iosco County: This *random* review was selected in February 2015 and the final report was approved by the SNC in September 2015.
6. Grand Traverse County: This *random* review was selected in March 2015 and the final report was approved by the SNC in September 2015.

7. Iron County: This *random* review was selected in August 2015 and remained in the draft process through 2015.
8. Gogebic County: This *random* review was issued in conjunction with the selection of Iron County and remained in the draft process through 2015.
9. Alcona County: This *random* review was selected in August 2015 and remained in the draft process through 2015.

In addition to the reviews conducted, the Certification Subcommittee approved a “best practices for compliance reviews” document which is to be reviewed biannually for the most current industry information that may impact the validity of the document. Requests to update the current “best practices for compliance reviews” can be made to the Compliance Review Analyst of the State 911 Administrator’s Office.

A complete listing of the Certification Subcommittee meeting minutes may be found on the State 911 Committee website at www.michigan.gov/snc.

Dispatcher Training Subcommittee Report

For the period of January 1, 2015, through December 31, 2015, the Dispatcher Training Subcommittee (DTS) held five meetings on the following dates: February 13, February 24, May 19, September 10, and November 19.

On February 13, 2015, the DTS reviewed 131 applications, received from Michigan PSAPs, for Dispatcher Training funds. (See *Appendix K for a summary of the Dispatcher Training Funds.*) Opportunities to appeal denials were heard on February 24. Of the 131 applications, 116 were approved and 15 were denied because they failed to spend down their previous years' funds, had invalid signatures on the application, or are receiving P.A. 302 funding.

The first distribution of training funds was distributed on May 18 to 1,634 Full Time Equivalents (FTE's) at a rate of \$539.73 per FTE for a total distribution of \$881,919.

At the May 19, 2015, meeting, the following issues were discussed:

- Adjusting the FTE count for November by removing Iron County from the distribution. As the result of an independent audit, they did not qualify for 2015 training funds.
- The date for completion of continuing education for new employees.
- Training course audits.
- Plans of action for delinquent telecommunicators.
- Subcommittee membership.

The DTS discussed the following items at the September 10 meeting:

- The subcommittee members voted to approve criteria for DTS membership.
- The subcommittee made suggested revisions to the Dispatcher Training Manual, and voted to approve and forward them to the SNC.
- A draft Dispatcher Training Review Policy was reviewed.

At the November 19 meeting, discussion involved:

- The Dispatcher Training Fund Review Policy was approved and taken to the SNC at their December meeting.
- A training course denial appeal was heard and overturned, along with an appeal of expired training courses that had been held.
- The 2016 training fund application was reviewed and approved.

The second distribution of training funds was distributed on December 15 to 1,624 FTE's at a rate of \$552.15 per FTE for a total distribution of \$896,705.

During 2015, the DTS Course Review team considered 158 requests from various Training Service Providers. Of those requests, 151 were approved or renewed, and seven were denied.

For a complete list of training fund payments by county by year, see Appendix L.

SNC's Legislative Proposal for Michigan 911 – June 2016

NG911/IP-based 911: The current 911 system is decades old, in fact, Michigan's 911 statute was originally enacted in 1986. Since that time we've moved a long way from copper-wire wall-mounted phones. Technology, access to communications, expanded functionality, and expectations of public safety's ability to keep pace with technology have grown exponentially since the FCC issued its order to the wireless industry to deliver 911 call-back and location information in 1994.

Smart phones, web-based applications, telematics, texting, real time video messaging systems, the ability to send pictures, and automatic alerting systems are just a few of the ways we all use and stay connected to the world through digital communications. In order to accommodate and leverage the digital technology that is becoming commonplace, 911 systems across the country are migrating to digital IP-based 911 networks, also known as Next Generation 911 (NG911).

One of the key components of NG911, in addition to being digital, is that it is standards-based, meaning that a set of standards set by a collaborative objective body for network security, reliability, and redundancy are being met. This ensures the network is safe, dependable, and able to connect with other NG911 IP-based networks. Local Michigan IP-based 911 network projects, like the regional 911 system that Michigan's entire Upper Peninsula migrated to in 2014 and the Genesee County IP-911 project, are emerging throughout the state.

Michigan's NG911 Status: At present, there are 17 counties contracting with the IP-based 911 provider Peninsula Fiber Network (PFN). There are 34 more counties under contract to migrate away from the current 911 system providers (AT&T and Frontier Communications) to PFN in the future. Other Michigan counties are in various planning stages to enter into agreements to move from the current legacy 911 network providers to an IP-based 911 provider. The current provider of IP-911 services has received approval under MPSC Docket U-14000 to submit invoices to the state wireless 911 fund created under MCL 484.1408 (4)(b).

The state's wireless 911 fund currently has a \$4 million fund balance (using data available in 2015). The projected reimbursement requests against that balance, compared to the expected revenue, will only cover the IP-based NG911 wireless costs until sometime between the second and fourth quarters of 2018. After that time, the balance will be gone and the expenses will exceed the revenue to pay for the IP-911 costs in excess of \$3.9 million annually for wireless IP-based 911 call delivery in 51 counties. That doesn't include the 31 counties, the four service districts in Wayne County, and all non-wireless devices statewide which have not yet chosen a solution for NG911. While a portion of the IP network is funded through the technical surcharge that supports the legacy network, the legacy 911 network will eventually be retired. The majority of the SNC believes the funding and the network development needed to move Michigan forward with NG911 should occur sooner rather than later.

SNC Legislative Recommendations: While the issue of NG911 and funding for NG911 has been discussed in a number of forums, including reports, a hearing of the joint Committee on Energy and Technology, and a legislative lunch and learn, the SNC had not made specific recommendations to the Legislature on moving to NG911 until now. In the spring of 2016, the Legislative Action Subcommittee (LAS) made recommendations to the SNC. At its June 8, 2016, quarterly meeting, the SNC adopted the LAS recommendation to request a legislative increase of the State 911 fee from \$0.19 to \$0.25, as well as other recommendations that serve to advance and secure the growth of Michigan's 911 system in a comprehensive and cohesive manner. A complete draft with a guide to the changes is included in this Appendix to the Annual Report.

The SNC's legislative recommendations include these key changes:

- 1) The creation of a definition for IP-based 911 service providers. The references in the statute to 911 providers do not address the changing technology of digital-IP based 911 system providers.
- 2) Allows for change in a 911 service provider to a county's 911 plan with a board resolution. This allows a county to modify its 911 plan, while not requiring the time-consuming and potentially costly process of formal 911 plan opening, yet still makes a public record of the change.
- 3) Increases the county board of commissioners levy from \$0.42 to \$0.55. While only 12 counties avail themselves of the county-commissioner applied 911 fees, the amount commissioners can levy without having to go to a ballot has remained at \$0.42 since 2008.
- 4) Adjusts the weighted average collected by retailers from 1.92% to 2.12%. This keeps prepaid contributions equitable with the changing State 911 fee and reflects the changes in local 911 fees since the retail "point of sale" percentage was established in 2012.
- 5) Provisions for provider accountability for non-billing, non-collection, and non-payment of state and county 911 fees. The current law has no provision to specifically allow the state to bring an action for non-billing, non-collection, or non-payment of the 911 fee. In 2013, the SNC brought an action before the MPSC for non-payment of the state 911 fee by a prepaid provider. An administrative judge held that the SNC does not have standing under the current law to bring an action at the MPSC against a provider for non-payment of 911 fees.
- 6) Changes to auditing: Requires counties, not just PSAPs, to ascertain auditing of 911 funds is conducted. The State 911 Fund audit by the Office of the Auditor General changed to a biennial cycle, rather than an annual one.
- 7) Creates a fund (I-Fund) that allows the SNC to approve payment for IP-based 911 network costs that meet standards for redundancy, security, and reliability.
- 8) Changes the distribution of the State 911 fee to reflect increased costs for NG911. Also creates a "windfall" provision requiring any revenue in excess of \$37 million to be directed to the I-Fund. The distribution levels are reflected below.
 - a. **New** 65% to counties (approx. \$24,374,616)
Now 82.5% to counties (approx. \$23, 512,130)
 - b. **New** 3.5% to U-14000 fund (approx. \$1,312,479)
Now 7.75% (to U-14000 fund (approx. \$2,208,715)
 - c. **New** 5.5% for training (approx. \$2,062,467)
Now 6% for training (approx. \$1,709,973)
 - d. **New** 1.5% to MSP for regional 911 center (approx. \$562,491)
Now 1.88% to MSP for regional 911 center (approx. \$535,791)
 - e. **New** 3% to State 911 Office (approx. \$1,124,982)
Now 1.87% to State 911 Office (approx. \$532,941)
 - f. **New** 21.5% to I-Fund (approx. \$8,062,373)

Moving Forward: In the near future, members of the SNC, in partnership with the 911 community, will be reaching out to Michigan legislators for your support and action on these legislative changes - changes that will keep Michigan's 911 system current with today's rapidly advancing technology.

Summary of SNC recommended legislative changes for P.A. 32 of 1986 as follows:

<u>Page</u>	<u>Summary</u>
A-4	Creates definition for IP-based 911 service provider (the definition would need to be put in alphabetical order)
A-5	Changes population for service district from 1.8m to 1.65m
A-9	Allows for change in service provider to a county's 911 plan with a board resolution
A-15	Increases State 911 fee from \$0.19 to \$0.25 with start date of January 1, 2017
A-16	Increases the county board commissioners levy from \$.42 to \$.55
A-18	Adjusts the weighted average in the prepaid percentage from 1.92% to 2.12% to make it current (to 2015 rate, the most current we had at the time)
A-20	Provision for communication provider accountability to both state and counties for billing, collection and remittance of county and state 911 fees
A-21	Requires county, not just PSAPs to ascertain auditing of funds is conducted
A-22	Biennial, rather an annual OAG audit
A-22	"Windfall" provision for any funds above \$37m and adjusts distribution percentages
A-22	65% to counties (approx. \$24,374,616)
A-22	3.5% to U-14000 fund (approx. \$1,312,479)
A-23	5.5% for training (approx. \$2,062,467)
A-23	1.5% to MSP for regional 911 center (approx. \$562,491)
A-23	3% to State 911 Office (approx. \$1,124,982)
A-23	21.5% to I-Fund (approx. \$8,062,373)
A-23	Parameters of I-Fund
A-23	SNC payment for IP-based network that meet standards
A-23	Create a subcommittee to review invoices and make recommendation to SNC on payment
A-24	Directs revenue in excess of \$37m to I-Fund

***** Act 32 of 1986 THIS ACT IS REPEALED BY ACT 260 OF 2012 EFFECTIVE
DECEMBER 31, 2021

EMERGENCY 9-1-1 SERVICE ENABLING ACT

Act 32 of 1986

AN ACT to provide for the establishment of emergency 9-1-1 districts; to provide for the installation, operation, modification, and maintenance of universal emergency 9-1-1 service systems; to provide for the imposition and collection of certain charges; to provide the powers and duties of certain state agencies, local units of government, public officers, service suppliers, and others; to create an emergency 9-1-1 service committee; to provide remedies and penalties; and to repeal acts and parts of acts.

484.1101 Short title.

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

484.1102 Definitions.

Sec. 102. As used in this act:

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

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

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

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

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

(iii) A network radio access line.

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

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

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

(g) "Communication service" means a service capable of accessing, connecting with, or interfacing with a 9-1-1 system, exclusively through the numerals 9-1-1, by dialing, initializing, or otherwise activating the 9-1-1 system through the numerals 9-1-1 by means of a local

telephone device, cellular telephone device, wireless communication device, interconnected voice over the internet device, or any other means.

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

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

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

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

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

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

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

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

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

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

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

(s) "Emergency telephone technical charge" means a charge as allowed under section 401 or 401d for costs directly related to 9-1-1 service including plant-related costs associated with the use of the public switched telephone network from the end user to the selective router, the network start-up costs, customer notification costs, common network costs, administrative costs, database management costs, and network nonrecurring and recurring installation, maintenance, service, and equipment charges of a service supplier providing 9-1-1 service under this act. Emergency telephone technical charge does not include costs recovered under sections 401b(10) and 408(2).

(t) "Exchange access facility" means the access from a particular service user's premises to the communication service. Exchange access facilities include service supplier provided access lines, PBX trunks, and centrex line trunk equivalents, all as defined by tariffs of the service suppliers

as approved by the public service commission. Exchange access facilities do not include telephone pay station lines or WATS, FX, or incoming only lines.

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

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

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

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

(y) "Prepaid wireless telecommunications service" means a commercial mobile radio service that allows a caller to dial 9-1-1 to access the 9-1-1 system and is paid for in advance and sold in predetermined units or dollars of which the number declines with use in a known amount.

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

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

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

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

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

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

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

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

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

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

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

- (ff) "Relay method" means that a PSAP notes pertinent information and relays it by a communication service to the appropriate public safety agency or other provider of emergency services that has an available emergency service unit located closest to the request for emergency service for dispatch of an emergency service unit.
- (gg) "Secondary public safety answering point" or "secondary PSAP" means a communications facility of a public safety agency or private safety entity that receives 9-1-1 calls by the transfer method only and generally serves as a centralized location for a particular type of emergency call.
- (hh) "Service supplier" means a person providing a communication service to a service user in this state.
- (ii) "Service user" means a person receiving a communication service.
- (jj) "State 9-1-1 charge" means the charge provided for under section 401a.
- (kk) "Tariff" means the rate approved by the public service commission for 9-1-1 service provided by a particular service supplier. Tariff does not include a rate of a commercial mobile radio service by a particular supplier.
- (ll) "Tentative 9-1-1 service plan" means a plan prepared by 1 or more counties for implementing a 9-1-1 system in a specified 9-1-1 service district.
- (mm) "Transfer method" means that a PSAP transfers the 9-1-1 call directly to the appropriate public safety agency or other provider of emergency service that has an available emergency service unit located closest to the request for emergency service for dispatch of an emergency service unit.
- (nn) "Universal emergency number service" or "9-1-1 service" means public communication service that provides service users with the ability to reach a public safety answering point by dialing the digits "9-1-1".
- (oo) "Universal emergency number service system" or "9-1-1 system" means a system for providing 9-1-1 service under this act.
- (pp) "Wireless emergency service order" means the order of the federal communications commission, FCC docket No. 94-102, adopted June 12, 1996 with an effective date of October 1, 1996.

"IP-based 9-1-1 service provider" means the provider of a standards-based digital (Internet Protocol) secure redundant managed 9-1-1 transport network used for the routing and delivery of 9-1-1 connectivity with location information from a party requesting emergency services to a PSAP. An IP-based 9-1-1 network can interface with other networks and transport other emergency services applications. An IP-based 9-1-1 network may be constructed from a mix of dedicated and shared facilities and/or networks, and may be interconnected at local, regional, state, federal, national, and international levels to form an IP-based inter-network and/or intra-network of 9-1-1 connectivity.

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

Sec. 201.

- (1) An emergency 9-1-1 service system shall not be implemented in this state except as provided under this act.
- (2) One or more counties may create an emergency 9-1-1 service system under this act.

- (3) With the approval of the county board of commissioners in a county with a population of **1,650,000** or more, 4 or more cities may create an emergency 9-1-1 service district under this act.
- (4) Each service supplier in this state is required to provide each of its service users access to the 9-1-1 system. Each service supplier shall provide the committee with contact information to allow for notifications as required under section 714.

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

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

484.1202 Technical modifications to existing system; cost.

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

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

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

484.1204 System designs.

Sec. 204.

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

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

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

Sec. 205.

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

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

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

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

484.1206 PSAP transmissions.

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

484.1207 Automatic alerting devices prohibited.

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

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

Sec. 301.

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

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

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

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

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

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

Sec. 303.

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

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

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

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

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

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

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

484.1304 Specifications of resolution.

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

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

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

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

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

Sec. 307.

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

NOTICE OF INTENT TO FUNCTION

AS A PSAP OR SECONDARY PSAP

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

(Acknowledgment)

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

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

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

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

484.1309 Conduct of hearing; opportunity to be heard.

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

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

Sec. 310. After conducting the hearing on the final 9-1-1 service plan pursuant to this act, the board of commissioners of the affected county may adopt by resolution the final 9-1-1 service plan. Upon adoption of the resolution, the county, on behalf of public agencies located within the 9-1-1 service district, shall apply in writing to the service supplier or suppliers designated to provide 9-1-1 service within the 9-1-1 service district under the final 9-1-1 service plan.

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

Sec. 311.

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

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

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

Sec. 312.

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

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

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

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

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

d) Changes in 9-1-1 service providers to include IP based 9-1-1 service providers approved by the State 9-1-1 Committee.

484.1313 Termination of 9-1-1 system.

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

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

Sec. 314.

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

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

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

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

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

484.1315 Displaying address of telephone.

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

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

Sec. 316.

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

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

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

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

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

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

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

Sec. 317. Name, address, and telephone number information provided to a 9-1-1 system by a service supplier shall be used only for the purpose of identifying the telephone location or identity, or both, of a person calling the 9-1-1 emergency telephone number and shall not be used or disclosed by the 9-1-1 system agencies, their agents, or their employees for any other purpose, unless the information is used or disclosed as otherwise required under this act, to a member of a public safety agency if necessary to respond to events or situations that are dangerous or threaten individual or public safety, or pursuant to a court order. A person who violates this section is guilty of a misdemeanor.

484.1317a Emergency notification system.

Sec. 317a.

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

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

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

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

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

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

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

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

484.1318 Agreement to service as PSAP or secondary PSAP.

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

484.1319 Duties of certain public agencies.

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

- (a) Provide public notice of its intent to enter into a contract for 9-1-1 services. The public notice shall be provided in the same manner as required under section 308.
- (b) Provide public notice of its intent to enter into a contract for 9-1-1 services to the county board of commissioners of the county within which the public agency is located and to all other public agencies that share wire centers with the contracting public agency. The public notice shall be provided in the same manner as required under section 308.
- (c) Conduct a public hearing in the same manner as required under section 309.

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

Sec. 320.

- (1) The county shall create an emergency 9-1-1 district board if a county creates a consolidated dispatch within an emergency 9-1-1 district after March 2, 1994.
- (2) The membership of the board and the board's powers and duties shall be determined by the county board of commissioners. The membership of the board shall include a representative of the county sheriff or his or her designated representative, a representative of the Michigan state police designated by the director of the Michigan state police, and a firefighter. If the emergency 9-1-1 district consists of more than 1 county, the sheriff representative shall be appointed by the president of the Michigan sheriffs' association.
- (3) A county or other public agency may make appropriations to the emergency 9-1-1 district board.
- (4) A public agency may contract with the emergency 9-1-1 district board, and persons who are both members of the board and of the governing body of the public agency may vote both on the board and the body if approved by the contract.
- (5) The basis under which a consolidated dispatch meets the requirement for being a dispatch under section 102(c) shall determine the system to be used in dispatching participating service units.

484.1321 Services provided by consolidated dispatch.

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

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

Sec. 401.

- (1) An emergency 9-1-1 district board, a 9-1-1 service district as defined in section 102 and created under section 201b, or a county on behalf of a 9-1-1 service area created by the county may enter into an agreement with a public agency that does either of the following:
 - (a) Grants a specific pledge or assignment of a lien on or a security interest in any money received by a 9-1-1 service district for the benefit of qualified obligations.

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

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

(3) Except as provided in sections 407 to 412, each service supplier within a 9-1-1 service district shall provide a billing and collection service for an emergency telephone technical charge and emergency telephone operational charge from all service users of the service supplier within the geographical boundaries of the emergency telephone or 9-1-1 service district. The billing and collection of the emergency telephone operational charge and that portion of the technical charge used for billing cost shall begin as soon as feasible after the final 9-1-1 service plan has been approved. The billing and collection of the emergency telephone technical charge not already collected for billing costs shall begin as soon as feasible after installation and operation of the 9-1-1 system. The emergency telephone technical charge and emergency telephone operational charge shall be uniform per each exchange access facility within the 9-1-1 service district. The portion of the emergency telephone technical charge that represents start-up costs, nonrecurring billing, installation, service, and equipment charges of the service supplier, including the costs of updating equipment necessary for conversion to 9-1-1 service, shall be amortized at the prime rate plus 1% over a period not to exceed 10 years and shall be billed and collected from all service users only until those amounts are fully recouped by the service supplier. The prime rate to be used for amortization shall be set before the first assessment of nonrecurring charges and remain at that rate for 5 years, at which time a new rate may be set for the remaining amortization period. Recurring costs and charges included in the emergency telephone technical charge and emergency telephone operational charge shall continue to be billed to the service user.

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

(5) Except as provided in subsection (7) and sections 407 to 412, the amount of emergency telephone technical charge payable monthly by a service user for recurring costs and charges shall not exceed 2% of the lesser of \$20.00 or the highest monthly rate charged by the service supplier for primary basic local exchange service under section 304 of the Michigan telecommunications act, 1991 PA 179, MCL 484.2304, within the 9-1-1 service district. The amount of emergency telephone technical charge payable monthly by a service user for nonrecurring costs and charges shall not exceed 5% of the lesser of \$20.00 or the highest monthly rate charged by the service supplier for primary basic local exchange service under section 304 of the Michigan telecommunications act, 1991 PA 179, MCL 484.2304, within the 9-1-1 service district. With the approval of the county board of commissioners, a county may assess an amount for recurring emergency telephone operational costs and charges that shall not exceed 4% of the lesser of \$20.00 or the highest monthly rate charged by the service supplier for primary basic local exchange service under section 304 of the Michigan telecommunications act,

1991 PA 179, MCL 484.2304, within the geographical boundaries of the assessing county. The percentage to be set for the emergency telephone operational charge shall be established by the county board of commissioners under section 312. A change to the percentage set for the emergency telephone operational charge may be made only by the county board of commissioners. The difference, if any, between the amount of the emergency telephone technical charge computed under subsection (4) and the maximum permitted under this section shall be paid by the county from funds available to the county or through cooperative arrangements with public agencies within the 9-1-1 service district.

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

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

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

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

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

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

(11) Except as provided in sections 407 to 412, an annual accounting shall be made of the emergency telephone operational charge approved under this act in the same manner as the annual accounting required by section 405.

(12) Except as otherwise provided in subsection (13), or as provided in sections 407 to 412, the emergency telephone operational charge collected under this section shall be distributed by the county or the counties to the primary PSAPs by 1 of the following methods:

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

(b) If distribution is not provided for in the plan, then according to any agreement for distribution between the county and public agencies.

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

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

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

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

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

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

Sec. 401a.

(1) Each service supplier within a 9-1-1 service district shall bill and collect a state 9-1-1 charge from all service users, except for users of a prepaid wireless telecommunications service, of the service supplier within the geographical boundaries of the 9-1-1 service district or as otherwise provided by this section. The billing and collection of the state 9-1-1 charge shall begin July 1, 2008. The state 9-1-1 charge shall be uniform per each service user within the 9-1-1 service district.

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

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

(4) The initial state 9-1-1 charge shall be 25 cents and shall be effective *January 1, 2017*. The state 9-1-1 charge shall reflect the actual costs of operating, maintaining, upgrading, and other

reasonable and necessary expenditures for the 9-1-1 system in this state. The state 9-1-1 charge may be reviewed and adjusted as provided under subsection (5).

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

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

(7) This section takes effect *January 1, 2017*.

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

Sec. 401b.

(1) In addition to the charge allowed under section 401a, after June 30, 2008 a county board of commissioners may assess a county 9-1-1 charge to service users, except for users of a prepaid wireless telecommunications service, located within that county by 1 of the following methods:

(a) Up to **\$0.55** per month by resolution.

(b) Up to \$3.00 per month with the approval of the voters in the county.

(c) Any combination of subdivisions (a) and (b) with a maximum county 9-1-1 charge of \$3.00 per month.

(2) A county assessing a county 9-1-1 charge amount approved in the commission's order in case number U-15489 that exceeds the amounts established in subsection (1) may continue to assess the amount approved by the commission. Any proposed increase to the amount approved in the commission order is subject to subsection (1).

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

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

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

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

(6) Except as otherwise provided in subsection (10), the county 9-1-1 charge collected under this section shall be paid quarterly directly to the county and distributed by the county to the primary PSAPs by 1 of the following methods:

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

- (b) If distribution is not provided for in the plan, then according to any agreement for distribution between the county and public agencies.
- (c) If distribution is not provided in the plan or by agreement, then according to population within the emergency 9-1-1 district.
- (7) Subject to subsection (1), the county may adjust the county 9-1-1 charge annually to be effective July 1. The county shall notify the committee no later than May 15 of each year of any change in the county 9-1-1 charge under this section.
- (8) If a county has multiple emergency response districts, the county 9-1-1 charge collected under this section shall be distributed under subsection (6) in proportion to the population within the emergency 9-1-1 district.
- (9) This section shall not preclude the distribution of funding to secondary PSAPs if the distribution is determined by the primary PSAPs within the emergency 9-1-1 district to be the most effective method for dispatching of fire or emergency medical services and the distribution is approved within the final 9-1-1 service plan.
- (10) The service supplier may retain 2% of the approved county 9-1-1 charge to cover the supplier's costs for billings and collections under this section.
- (11) The charge allowed under this section shall be listed separately on the customer's bill or otherwise disclosed to the consumer and shall state by which means the charge was approved under subsection (1).
- (12) Information submitted by a service supplier to a county under this section is exempt from the freedom of information act, 1976 PA 442, MCL 15.231 to 15.246, and shall not be released by the county without the consent of the service supplier. Unless required or permitted by statute, court rule, subpoena, or court order, or except as necessary for a county, the commission, committee, or public agency to pursue or defend the public's interest in any public contract or litigation, a county treasurer, the commission, committee, agency, or any employee or representative of a PSAP, database administrator, or public agency shall not divulge any information acquired with respect to customers, revenues or expenses, trade secrets, access line counts, commercial information, or any other proprietary information with respect to a service supplier while acting or claiming to act as an employee, agent, or representative. An aggregation of information that does not identify or effectively identify the number of customers, revenues or expenses, trade secrets, access lines, commercial information, and other proprietary information attributable to a specific service supplier may be made public.
- (13) If a service user has multiple access points or access lines, the county 9-1-1 charge will be imposed separately on each of the first 10 access points or access lines and then 1 charge for each 10 access points or access lines per billed account.
- (14) A county 9-1-1 charge assessed under subsection (1) shall be used only to fund costs approved as allowable in a published report by the committee before December 1, 2008. The committee shall notify the standing committees of the senate and house of representatives having jurisdiction over issues pertaining to communication technology at least 90 days before modifying what constitutes an allowable cost under this subsection.

484.1401c Collection of emergency 9-1-1 surcharge by seller from prepaid consumers; amount; in-state transactions; sale at single, nonitemized price; "minimal amount" defined; monthly remittance of surcharge by seller; deposit; retention of amount as reimbursement for direct costs; liability for damages; definitions.

Sec. 401c.

- (1) A seller shall collect a prepaid wireless 9-1-1 surcharge from a consumer for each retail transaction occurring in this state.
- (2) The amount of the prepaid wireless 9-1-1 surcharge shall be **2.12%** per retail transaction. The charge allowed under this section shall be either separately stated on an invoice, receipt, or other similar document that is provided to a consumer by the seller or otherwise disclosed to the consumer.
- (3) Each of the following transactions is considered to have occurred in this state:
 - (a) A retail transaction that is effected in person by a consumer at a business location of a seller located in this state.
 - (b) A retail transaction that is treated as occurring in this state as provided in section 3c of the use tax act, 1937 PA 94, MCL 205.93c, as that section applies to a prepaid wireless calling service.
- (4) A prepaid wireless 9-1-1 surcharge is the liability of the consumer and not of the seller or of any provider.
- (5) Except as otherwise provided in subsection (6), if a prepaid wireless telecommunications service is sold with 1 or more products or services for a single, nonitemized price, the seller shall collect **2.12%** on the entire nonitemized price unless the seller elects to do the following:
 - (a) If the amount of the prepaid wireless telecommunications service is disclosed to the consumer as a dollar amount, apply the percentage to that dollar amount.
 - (b) If the seller can identify the portion of the price that is attributable to the prepaid wireless telecommunications service by reasonable and verifiable standards from its books and records that are kept in the regular course of business for other purposes including, but not limited to, nontax purposes, apply the percentage to that portion.
- (6) If a minimal amount of prepaid wireless telecommunications service is sold with a prepaid wireless device for a single, nonitemized price, a seller may elect not to apply the percentage specified in subsection (5) (a) to that transaction. As used in this subsection, "minimal amount" means an amount of service denominated as 10 minutes or less or \$5.00 or less.
- (7) The prepaid wireless 9-1-1 surcharge shall be remitted monthly by the seller to the state treasurer and deposited in the emergency 9-1-1 fund created in section 407.
- (8) A seller may retain 2% of prepaid wireless 9-1-1 surcharges that are collected by the seller to reimburse the seller for its direct costs in collecting and remitting the prepaid wireless 9-1-1 surcharges.
- (9) A provider or seller of prepaid wireless telecommunications service is not liable for damages to any person resulting from or incurred in connection with the provision of, or failure to provide, 9-1-1 service or for identifying or failing to identify the telephone number, address, location, or name associated with any person or device that is accessing or attempting to access 9-1-1 service.
- (10) A provider or seller of prepaid wireless telecommunications service is not liable for damages to any person resulting from or incurred in connection with the provision of any lawful assistance to any investigative or law enforcement officer of the United States, this state, or any other state in connection with any lawful investigation or other law enforcement activity by that law enforcement officer.
- (11) As used in this section:
 - (a) "Consumer" means a person who purchases prepaid wireless telecommunications services in a retail transaction.

- (b) "Department" means the Michigan department of treasury.
- (c) "Prepaid wireless 9-1-1 surcharge" means the fee that is required to be collected by a seller from a consumer in the amount established under subsection (2).
- (d) "Provider" means a person that provides prepaid wireless telecommunications services under a license issued by the federal communications commission.
- (e) "Retail transaction" means the purchase of prepaid wireless telecommunications service from a seller for any purpose other than resale.
- (f) "Seller" means a person who sells prepaid wireless telecommunications service to another person.

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

Sec. 401d.

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

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

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

(4) The emergency telephone technical charge shall be collected in accordance with the regular billings of the local exchange provider. The emergency telephone technical charge payable by

service users under this act shall be added to and shall be stated separately in the billings to service users or otherwise disclosed to the consumer.

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

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

Sec. 401e.

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

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

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

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

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

484.1402 Liability for charge.

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

484.1403 Responsibility for billing charge and transmitting money.

Sec. 403. (1) Each service supplier shall be solely responsible for the billing of the state and county 9-1-1 charge and the transmittal of money collected to the emergency 9-1-1 fund and to the counties as required under this act. (2) *Upon request of the state 9-1-1 office, each service supplier and retailer shall submit documentation to the committee substantiating the subscriber count for which the charges under sections 401a and 401c are calculated.*

(3) *The attorney general may commence a civil action on behalf of the committee against a service supplier, CMRS supplier, reseller, or retailer for appropriate relief for failure to properly report, charge, collect, and transmit the state 9-1-1 charges in sections 401a and 401c. An action under this subsection may be brought in the circuit court for the county of Ingham or for a county in which the defendant resides or is doing business. The court has jurisdiction to restrain the violation and to require compliance with this section. In addition to any other relief under this section, the court may impose a civil fine of not more than \$500.00 for each unbilled, unreported, or uncollected service user per day of violation. A civil fine imposed under this section shall be deposited in the emergency 9-1-1 fund created in section 407.*

(4) Upon the request of the committee, a county, or a 9-1-1 service district, and subject to the provisions of sec. 401b (12), each service supplier shall submit documentation to a county or 9-1-1 service district substantiating the subscriber count for which the charges under section 401b are calculated.

(5) A county or 9-1-1 service district may commence a civil action against a service supplier, CMRS supplier, or reseller for appropriate relief for failure to properly report, charge, collect, and transmit the 9-1-1 charge in section 401b. An action under this subsection may be brought in the circuit court of the county receiving the 9-1-1 charge or in a county in which the defendant resides or is doing business. The court has jurisdiction to restrain the violation and to require compliance with this section. In addition to any other relief under this section, the court may impose a civil fine of not more than \$500.00 for each unbilled, unreported, or uncollected service user per day of violation. A civil fine imposed under this section is subject to the use limitation set forth in the allowable costs established by the committee under section 401b(14).

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

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

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

Sec. 405.

(1) The commission shall consult with and consider the recommendations of the committee in the promulgation of rules under section 413 to require each service user with a multiline telephone system to install no later than December 31, 2016 the necessary equipment and software to provide specific location information of a 9-1-1 call.

(2) This section applies to multiline telephone systems regardless of the system technology.

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

Sec. 406.

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

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

(3) An annual audit shall be conducted by an independent auditor using generally accepted accounting principles and copies of the annual audit shall be made available for public inspection. (4) An increase in the charges allowed under this act shall not be authorized or expended for the next fiscal year unless according to the most recently completed annual audit the expenditures are in compliance with this act.

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

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

Sec. 407.

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

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

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

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

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

484.1408 State 9-1-1 service charge by service supplier; retention of percentage to cover supplier's costs; deposit of money in emergency 9-1-1 fund; collection, deposit, and distribution of money; distribution of amount for integrated IP-based 9-1-1 mapping system; administration costs; applicability of subsection (6); methods of distribution to primary PSAPs by county; rules to establish standards for receipt and expenditure of funds.

Sec. 408.

(1) Except as otherwise provided under this act, a service supplier shall bill and collect a state 9-1-1 service charge per month as determined under section 401a. The service supplier shall list the state 9-1-1 service charge authorized under this act as a separate line item on each bill. The service charge shall be listed on the bill as the "state 9-1-1 charge".

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

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

(4) Except as otherwise provided under section 401a(5), all money collected and deposited in the emergency 9-1-1 fund created in section 407. ***Annual revenue in the fund not exceeding \$37,000,000*** shall be distributed as follows:

(a) **65%** shall be disbursed to each county that has a final 9-1-1 plan in place. Forty percent of the **65%** shall be distributed quarterly on an equal basis to each county, and 60% of the **65%** shall be distributed quarterly based on a population per capita basis. Money received by a county under this subdivision shall only be used for 9-1-1 services as allowed under this act. Money expended under this subdivision for a purpose considered unnecessary or unreasonable by the committee or the auditor general shall be repaid to the fund.

(b) **3.5%** shall be available to reimburse local exchange providers for the costs related to wireless emergency service. Any cost reimbursement allowed under this subdivision shall not include a cost that is not related to wireless emergency service. A local exchange provider may submit an invoice to the commission for reimbursement from the emergency 9-1-1 fund for allowed costs. Within 45 days after the date an invoice is submitted to the commission, the commission shall approve, either in whole or in part, or deny the invoice.

(c) 5.5% shall be available to PSAPs for training personnel assigned to 9-1-1 centers. A written request for money from the fund shall be made by a public safety agency or county to the committee. The committee shall semiannually authorize distribution of money from the fund to eligible public safety agencies or counties. A public safety agency or county that receives money under this subdivision shall create, maintain, and make available to the committee upon request a detailed record of expenditures relating to the preparation, administration, and carrying out of activities of its 9-1-1 training program. Money expended by an eligible public safety agency or county for a purpose considered unnecessary or unreasonable by the committee or the auditor general shall be repaid to the fund. The commission shall consult with and consider the recommendations of the committee in the promulgation of rules under section 413 establishing training standards for 9-1-1 system personnel. Money shall be disbursed on a biannual basis to an eligible public safety agency or county for training of PSAP personnel through courses certified by the committee only for either of the following purposes:

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

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

(d) 1.5% shall be credited to the department of state police to operate a regional dispatch center that receives and dispatches 9-1-1 calls, and 3% shall be credited to the department of state police for costs to administer this act and to maintain the office of the state 9-1-1 coordinator.

(e) 21.5% shall be available for reimbursement by the committee only the following purposes:

(i) Grant match for statewide or regional IP-based 9-1-1 projects.

(ii) Invoices submitted by committee-approved IP-based 9-1-1 service providers for the costs related to IP-based 9-1-1 emergency service.

(5) An IP-based 9-1-1 provider that has been approved by the committee as meeting standards based criteria set by the committee may submit an invoice to the committee for reimbursement from the emergency 9-1-1 fund for allowed costs. Within 90 days after the date an invoice is submitted to the committee, the committee shall approve, either in whole or in part, or deny the invoice. Any cost reimbursement allowed under this subdivision shall not include a cost that is not related to IP-based 9-1-1 emergency service.

(6) The Committee shall establish a subcommittee to review invoices submitted by IP-based 9-1-1 service providers and make recommendations to the Committee for approval or denial of payment. The subcommittee will remove IP-based 9-1-1 provider information that is deemed confidential or proprietary.

(7) Funds generated by the fee in section 401a in excess of \$37,000,000 annually shall be reserved for distribution committee approved costs under section 408(4)(e).

(8) For fiscal year 2010-2011 only, an amount not to exceed \$1,700,000.00 is distributed to the department of state police for an integrated IP-based 9-1-1 mapping system in this state. The money distributed under this subsection is for the restricted purpose of matching funds for the state's award of a grant under the grant program established under the federal ensuring needed

help arrives near callers employing 911 act of 2004 to be used solely for the acquisition and deployment of a state integrated IP-based 9-1-1 mapping system. All costs associated with the state integrated IP-based 9-1-1 mapping system including, but not limited to, its construction, administration, and maintenance shall only be paid from money distributed under this subsection and any federal grant money.

(9) From money not distributed to local exchange providers under subsection (4)(b), an amount not to exceed \$150,000.00 shall be annually distributed to the department of treasury to fund a portion of the department's costs in administering this act. This subsection does not apply after September 30, 2015.

(10) Money received by a county under subsection (4)(a) shall be distributed by the county to the primary PSAPs geographically located within the 9-1-1 service district by 1 of the following methods:

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

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

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

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

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

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

Sec. 412.

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

(a) The extent of emergency 9-1-1 service implementation in this state.

(b) The actual 9-1-1 service costs incurred by PSAPs and counties.

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

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

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

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

484.1412a Annual accounting of total emergency telephone charges; adjustment of amount collected; additional charge.

Sec. 412a.

(1) Within 90 days after the first day of the calendar year following the year in which a service supplier commenced collection of the emergency telephone technical charge under section 401d, and within 90 days after the first day of each calendar year thereafter, a service supplier collecting the emergency telephone technical charge for the purpose of providing 9-1-1 service pursuant to this act shall make an annual accounting to the 9-1-1 service district of the total emergency telephone charges collected during the immediately preceding calendar year.

(2) If an annual accounting made pursuant to subsection (1) discloses that the total emergency telephone technical charges collected during the immediately preceding calendar year exceeded the total cost of installing and providing 9-1-1 service within the 9-1-1 service district for the immediately preceding calendar year according to the rates and charges of the service supplier, the service supplier shall adjust the emergency telephone technical charge collected from service users in the 9-1-1 service district in an amount computed pursuant to this section. The amount of the adjustment shall be computed by dividing the excess by the number of exchange access facilities within the 9-1-1 service district as the district existed for the billing period immediately following the annual accounting. Costs of the service supplier associated with making the adjustment under this subsection as part of the billing and collection service shall be deducted from the amount to be adjusted.

(3) If the annual accounting discloses that the total emergency telephone technical charges collected during the calendar year are less than the total cost of installing and providing 9-1-1 service within the 9-1-1 service district for the immediately preceding calendar year according to the costs and rates of the service supplier, the service supplier shall collect an additional charge from service users in the 9-1-1 service district in an amount computed pursuant to this section. Subject to the limitations provided by section 401d, the amount of the additional charge shall be computed by dividing the amount by which the total cost exceeded the total emergency telephone technical charges collected during the immediately preceding calendar year by the number of exchange access facilities within the 9-1-1 service district as the district existed for the billing period immediately following the annual accounting.

484.1413 Rules.

Sec. 413.

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

- (a) Uniform procedures, policies, and protocols governing 9-1-1 services in counties and PSAPs in this state.
- (b) Standards for the training of PSAP personnel.
- (c) Uniform procedures, policies, and standards for the receipt and expenditure of 9-1-1 funds under sections 401a, 401b, 401c, 401d, 401e, 406, and 408.
- (d) The requirements for multiline telephone systems under section 405.
- (e) The penalties and remedies for violations of this act and the rules promulgated under this act.

(2) The commission shall consult with and consider the recommendations of the committee in the promulgation of rules under this section.

(3) The commission's rule-making authority is limited to that expressly granted under this section.

(4) The rules promulgated under this section do not apply to service suppliers.

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

Sec. 501.

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

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

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

Sec. 502.

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

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

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

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

- (a) The legislative body of the public agency adopts a resolution including all or part of the public agency within the 9-1-1 service district.
- (b) A certified copy of the resolution adopted by the legislative body of the public agency is forwarded by certified mail, return receipt requested, to the county clerk.

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

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

charge, in accordance with this act, from service users within all or part of the jurisdiction of the public agency added to the 9-1-1 service district.

484.1505 Withdrawal of jurisdiction; conditions.

Sec. 505.

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

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

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

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

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

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

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

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

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

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.

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

Sec. 602.

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

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

484.1604 Liability for civil damages.

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

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

Sec. 605.

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

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

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

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

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.

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

Sec. 713.

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

- (a) The director of the department of state police or his or her designated representative.
- (b) The director of the department of consumer and industry services or his or her designated representative.
- (c) The chair of the Michigan public service commission or his or her designated representative.
- (d) The president of the Michigan sheriffs' association or his or her designated representative.
- (e) The president of the Michigan association of chiefs of police or his or her designated representative.
- (f) The president of the Michigan fire chiefs association or his or her designated representative.
- (g) The executive director of the Michigan association of counties or his or her designated representative.
- (h) The executive director of the deputy sheriffs association of Michigan or his or her designated representative.
- (i) Three members of the general public, 1 member to be appointed by the governor, 1 member to be appointed by the speaker of the house of representatives, and 1 member to be appointed by the majority leader of the senate. The 3 members of the general public shall have expertise relating to telephone systems, rural health care concerns, or emergency radio communications, dispatching, and services. The members of the general public shall serve for terms of 2 years.
- (j) The executive director of the Michigan fraternal order of police or his or her designated representative.
- (k) The president of the Michigan state police troopers association or his or her designated representative.
- (l) The president of the Michigan chapter of the associated public safety communications officers or his or her designated representative.
- (m) The president of the Michigan chapter of the national emergency number association or his or her designated representative.
- (n) The president of the telecommunications association of Michigan or his or her designated representative.
- (o) The executive director of the Upper Peninsula emergency medical services corporation or his or her designated representative.
- (p) The executive director of the Michigan association of ambulance services or his or her designated representative.
- (q) The president of the Michigan state firefighters union or his or her designated representative.
- (r) The president of the Michigan communications directors association or his or her designated representative.

- (s) One representative of commercial mobile radio service, to be appointed by the governor.
- (2) A majority of the members of the committee constitute a quorum for the purpose of conducting business and exercising the powers of the committee. Official action of the committee may be taken upon a vote of a majority of the members of the committee.
- (3) The committee shall elect 1 of its members who is not a member of the wireline or commercial mobile radio service industry to serve as chairperson. The chairperson of the committee shall serve for a term of 1 year.
- (4) The committee may adopt, amend, and rescind bylaws, rules, and regulations for the conduct of its business.
- (5) Members of the committee shall serve without compensation, but shall be entitled to actual and necessary expenses incurred in the performance of official duties under this chapter.

484.1714 Duties of committee; staff assistance.

Sec. 714.

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

484.1715 Business conducted at public meeting.

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

484.1716 Availability of writing to public.

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

484.1717 Repeal of act.

Sec. 717. This act is repealed effective December 31, 2021.

Status of IP-911 Deployments in Michigan

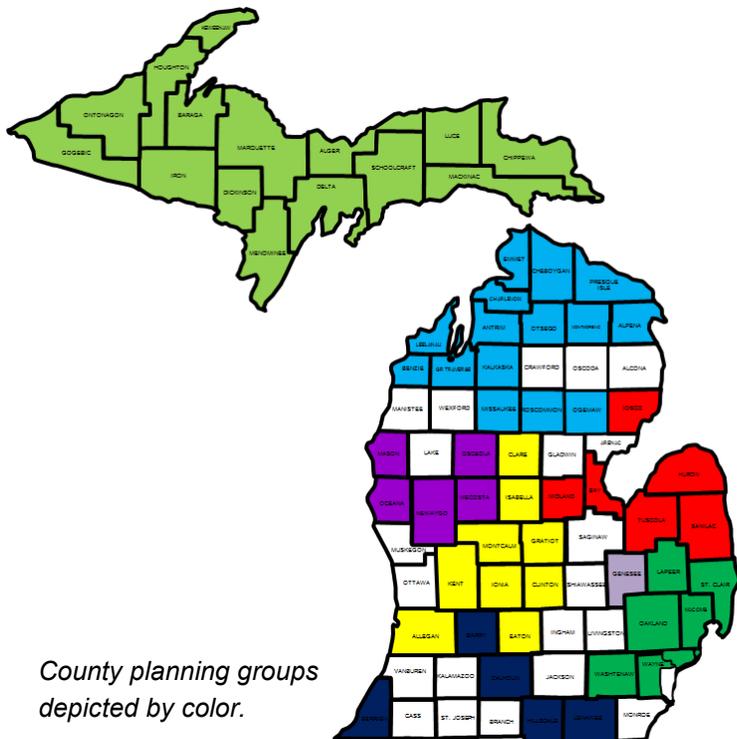
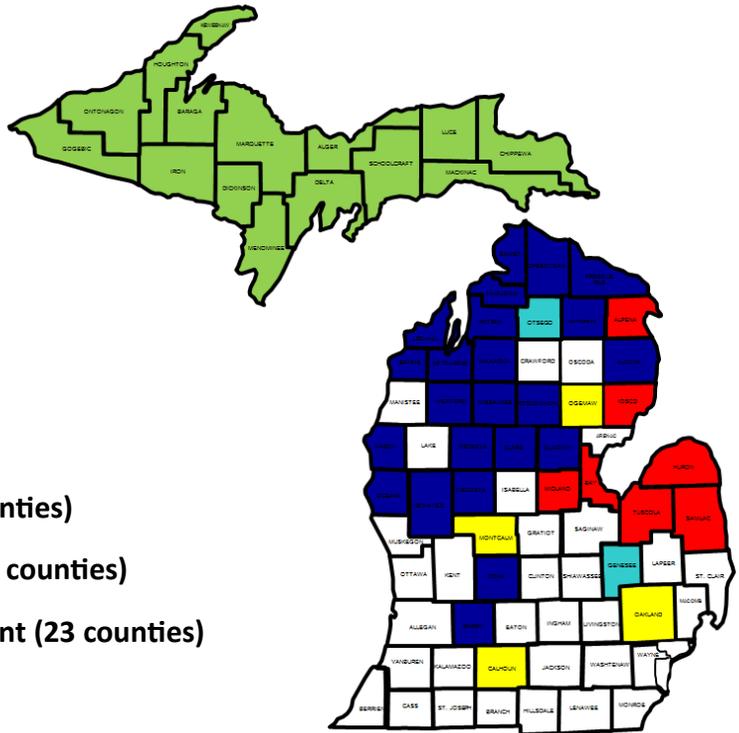
June 2016

Based on data that has been reported to the State 911 Office to date. All data is based on information available through current sources, including counties self-reporting through the SNC 301 forms.

IP Deployment Timeframes

Based on annual reporting data, 17 counties are currently receiving 911 calls via IP lines provided by Peninsula Fiber Network (PFN). An additional 34 counties have agreements in place with PFN for future deployments.

- Deployed in 2014 (15 counties)
- Deployed in 2016 (2 counties)
- Plan to deploy within six months (7 counties)
- Plan to deploy within twelve months (4 counties)
- Agreement signed, unknown deployment (23 counties)



County planning groups depicted by color.

Regional Planning Groups

Currently, the State 911 Committee is aware of eight IP-911 planning groups within the state of Michigan. These groups vary in their level of structure and progress.

Introduction and Purpose of this Guide

This guide is for Multi-Line Telephone System (MLTS) owner/operators, local service providers, 911 network providers, and 911 agencies to use to better understand Michigan Public Service Commission (MPSC) Rules 484.901-484.906 (referred to in this guide as the Rules), regarding the provision of 911 service over Multi-Line Telephone Systems.

While this document provides guidance with respect to compliance with the MLTS Rules, the location and service diversity of sites utilizing Multi-Line Telephone Systems require that MLTS operators communicate with their local 911 service provider and telecommunications equipment provider to facilitate compliance with the rules.

While this guide contains useful information, it should not be used as the definitive resource for MLTS implementation and the actual rules, which can be found on the State's Office of Regulatory Reinvention website at: http://w3.lara.state.mi.us/orr/Files/AdminCode/1468_2014-135LR_AdminCode.pdf.

MLTS operators may also find it beneficial to communicate with the administrator of their jurisdiction's 911 center, also known as a Public Safety Answering Point (PSAP). A list of all the PSAPs in Michigan can be found on the State 911 Committee's website at: www.michigan.gov/snc.

What is E911 and Why is it Important?

Residents of Michigan have depended on reaching local emergency services by dialing 911 for decades. Today, the advancement of technology allows for "E911" or "Enhanced 911," which means that when 911 is dialed, the calling party's callback number *and location information* are delivered to the geographically appropriate Public Safety Answering Point. The delivery of caller-location information to the PSAP call-taker's screen is the feature that sets E911 apart from basic 911.

E911 technology significantly improved PSAPs' ability to effectively deliver critical public safety and emergency response services in a timely manner. In many instances, it has proven to be a life-saving, essential emergency response tool in providing critical information when the caller is unable to verbally communicate his or her location, including when the voice call is dropped, discontinued, and cannot be reestablished.

In order to provide the specific location information for a caller, every telephone capable of dialing 911 must have an Automatic Location Information (ALI) record in the 911 database to identify the caller's specific location. Under Michigan law, the provision of an Emergency Response Location (ERL) for every telephone capable of dialing 911 on a multi-line telephone

system is required by December 31, 2019. If ALI records are properly entered and maintained in the 911 database, a caller's location or ERL will display on the PSAP display, reducing response time for emergency services.

Additional note in regard to the MLTS rules: While not required in the rules governing MLTS within the State of Michigan, the State 911 Committee (SNC) recognizes the direct outward dialing of 911 as a voluntary best practice. This means that MLTS systems may be programmed to allow the caller to dial the numbers 911 without having to dial "9" or another digit first.

Why is location information so important?

There are many reasons a person calling 911 might not be able to communicate his or her specific location to the 911 dispatcher. Here are a few examples:

- Someone is choking, having a heart attack, or some other physical injury which prevents them from speaking.
- The caller is unable to talk or are fearful of speaking, for instance during a bank robbery at a branch location of a banking network.
- A person is disabled in some way that makes telephone communication difficult or impossible, such as being deaf or mute.
- The caller is a child or visitor, and doesn't know their address/location.
- The caller cannot speak English.

These are all real – and common – situations. By automatically providing specific location information through the 911 system, the 911 dispatcher is able to immediately relay fire, police, or EMS responders to the caller's location, even when that person is unable to communicate that information.

How E911 Works

To better understand the purpose of new rules governing MLTS operators, here is an outline of how 911 calling works in general.

Let's begin with an example: Fred Smith calls 911 from his wired residential phone. The 911 dispatcher receiving the call sees the location of the caller's phone on a special computerized 911 phone screen (the 911 community calls that location information "ALI" for Automatic Location Identification). The 911 dispatcher sees something like this:

(517) 868-1212 12:23 09/17/13	Calling phone number (called ANI) and the time/date
FRED SMITH	Customer's name, as appears on the billing record
168 MAPLE AV	Fred's street address
APT 302	Fred's location information, often an apartment number
YOURCITY, MI	City and state of Fred's phone's location

Note that Fred did not enter any of this information about his phone. When his phone was installed by his phone company, his subscriber's name (FRED SMITH), his street address, city and state ("168 MAPLE AV" and "YOURCITY, MI"), and other helpful location information ("APT 302") were provided by Fred's phone company to a centralized 911 database (the "ALI Database") that is maintained as part of the centralized 911 system in Michigan.

Of special note is that the phone company is responsible for entering and submitting Fred's street address and city name. When they submit this information, the information provided must be an address and city that can be found on the Master Street Addressing Guide (MSAG), a list of street names and permissible numbers entered into the 911 system database.

Because of this, when Fred dials 911 from his residential phone, the 911 telephone switching equipment can look up Fred's location information from the ALI Database using Fred's calling phone number as the lookup key.

Here is how the process works with an MLTS system that does not provide emergency location information: Melissa Smith, Fred's wife, works at Acme Motors, a large company with a "MLTS" or "PBX" phone system that provides phone service for several buildings that are in a clustered building complex. Melissa calls 911 from the extension in her cubicle, which is located on the third story of a secondary building known as Building B at 100 Main Rd, Michigan. Without MLTS compliant information, the location information presented to 911 dispatchers can be much less useful, not useful at all, and sometimes downright misleading. Prior to enacting the provisions of MPSC Rule 484, the 911 dispatcher often sees something like this:

(517) 868-4000 12:23 09/17/13	Main MLTS/PBX phone number (<u>not Melissa's extension</u>)
ACME MOTORS	Customer's Name as appears on their billing record
100 MAIN RD	Street Address of the MLTS/PBX switch location (which is not necessarily Melissa's actual location address)
_____	<u>The Location field is empty</u>
YOURCITY, MI	This is the city of the PBX (not Melissa's workplace)

When Melissa makes a 911 call from her work extension, the 911 dispatcher may have no information where Melissa is located, or could be led to believe that she is at 100 MAIN RD. In many of these situations, the 911 dispatcher often receives a location that is in another building, far away from where the caller is actually located. In extreme examples, there could be 2,000 phones in 10 different buildings in 3 cities that are connected to one MLTS/PBX switch, and the ALI is always identified as 100 MAIN RD, rather than the caller's actual address.

What is a Multi-Line Telephone System?

A Multi-line Telephone System or Private Branch Exchange Telephone System (PBX), is a telephone system comprised of common control units, telephones, and controls providing local telephone service to multiple end-users. Specifically, an MLTS telephone system consists of a computerized telephone "switch," typically managed by technical staff or vendors. It is often located in a particular room or closet, and connects to dozens, hundreds, or thousands of

“extension” phones located in offices, rooms, workspaces, classrooms, or other locations. The central switch is typically connected to outside “trunk” lines to a local telephone central office, allowing callers on the extension phones to make outside calls.

Multi-line Telephone Systems includes VoIP, as well as network and premises-based systems such as Centrex, PBX, and hybrid key telephone systems. Multi-line Telephone Systems are frequently used by institutions and businesses such as government agencies, banks, hotels, health care systems, and schools.

How Do the MPSC Rules Impact MLTS Users?

Prior to the adoption of the MLTS Rules, there was a glaring gap in E911 safety protection: specifically, the large segment of E911 end-users using an MLTS did not enjoy the same level of E911 safety protections as small business and residential systems. As illustrated above, when an individual called 911 from a multi-line telephone system prior to the adoption of the Rules, that system often relayed only the physical street address of the facility’s main building (or, alternatively, the address of the building in which the MLTS is located), but did not provide more specific information about where the individual calling 911 was actually physically located (such as a building number, floor number, or room number).

Emergency response delays and tragedies have resulted when emergency callers have been unable to provide a specific location within a large building or complex to the 911 dispatcher, either because they are unaware of the exact location or because they are physically unable to convey the information. The provisions of the Rules will ensure that the 911 dispatchers at Michigan’s PSAPs receive *accurate location information* so emergency responders will not be delayed while trying to find the emergency caller in need.

The regulations require that MLTS operators provide a sufficiently precise indication of a caller’s location so emergency response services may be dispatched to the *specific location of the device*. The MLTS operator is also required to provide a call back number. This means the PSAP that receives the 911 call from the MLTS will be able to call back the location from which the 911 call was placed, if needed. The MLTS is also required to provide a specific Emergency Response Location.

An ERL is a specific location to which emergency response services may be dispatched and can be easily located by emergency responders in a reasonable amount of time. Under the Rules, the MLTS operator must provide an ERL, which will be discussed in further detail in this guide. The ERL and 911 call routing may vary depending upon the size of the area, type of MLTS operator, and building configuration.

Under the Rules, Acme Motors’ MLTS system would provide more specific information, like the example below:

(517) 868-4109 12:23 09/17/09
ACME MOTORS
100 MAIN RD - BUILDING B
FLR 3, NW CORNR
YOURCITY, MI

Melissa's actual callback number, direct to Melissa's phone
Customer's Name, as appears on billing record
Actual Street Address of Melissa's work location
Physical location of Melissa's phone
City and State of Melissa's work location

Do the Rules Apply to Me?

The MLTS Rules obligate operators of MLTS to route 911 calls and specific location information to the appropriate local PSAP when 911 is dialed. The Rules require "**specific**" location information: the location information sent to the PSAP through an MLTS indicates the precise location of the device. The specific information the MLTS operator must provide to the PSAP is determined by the type of structure or structures served by the MLTS.

What Am I? Multi-Line Telephone Operators v. Multi-Line Telephone Managers?

An **MLTS operator** is the entity responsible for ensuring that a 911 call placed from an MLTS is transmitted and received in accordance with this model, regardless of the MLTS technology used to generate the call. The MLTS operator may be the MLTS manager or could be a third party acting on behalf of the MLTS manager. By default, in the absence of evidence to the contrary, the entity using the MLTS system (business, school, hospital etc.) is considered the MLTS operator.

The **MLTS manager** is the entity authorized to implement an MLTS (business, school, hospital etc.), either through purchase or lease of an MLTS or the purchasing of MLTS services, as the means by which to make 911 calls.

The MLTS rules place the responsibility (and thus, the liability) on the **MLTS operator**.

Are There Exemptions Under the MLTS Rules?

Rule 4 of the MLTS Rules provide *limited* exemptions from the specific location identification requirements:

- the building maintains, on a 24-hour basis, an alternative method of notification and adequate means of signaling and responding to emergencies, or
- the MLTS operator is not serviced by E911.

“Alternative Method of Notification, and Adequate Means of Signaling and Responding to Emergencies” Exemption

Qualifying for this exemption means having the ability to (1) locate the emergency caller and (2) initiate emergency response. Having an adequate means of signaling and responding to emergencies includes, but is not limited to:

- a communications system that provides the specific location of 911 calls from within the building, or
- the building is serviced with its own appropriate medical, fire, and security personnel.

Adequate operations of a private answering point operated by a non-public safety entity should include, *at a minimum*, training the individuals intercepting calls for assistance in accordance with applicable local emergency telecommunications requirements. Further, because private answering points serve as an adjunct to public safety response, adequate operation must provide incident reporting to the public safety emergency response centers in accordance with state or local requirements.

Locations Where E911 Service is Not Available

MLTS operators in areas without E911 service are exempt from the signaling and database maintenance regulations. Existing MLTS shall comply with the Rules as soon as it is reasonably possible after E911 service becomes available.

If an MLTS operator does not qualify for one of these exemptions, they must comply with the MLTS Rules, or may be subject to the applicable penalties.

How Do I Know If I Have Adequately Complied with the MLTS Rules?

Working with Your Local 911 Center

This guide provides MLTS operators with basic guidance regarding compliance with the MLTS Rules, but because of the diversity of the locations and capabilities of MLTS systems across the State, it is critical that MLTS operators work directly with their local public-safety entities to ensure compliance. Local entities understand the specific needs of emergency responders in your area, and can provide *specific* guidance as to what level of information would be sufficient for compliance, and what level of information would be considered “best practice.”

It is strongly recommended that every MLTS operator work with their local 911 system manager/director to test the ability to dial 911 from the station lines associated with MLTS systems any time an MLTS has been installed or upgraded. A current list of all 911 PSAPs can be found at the State 911 Committee’s website at: www.michigan.gov/snc.

Notification of Non-Compliance

Working with your local public-safety entities is critical because those entities may provide the Public Service Commission and the State 911 Committee with notification of an MLTS operator’s non-compliance with the MLTS Rules.

If a PSAP dispatcher observes that an MLTS operator has provided inadequate information, the local PSAP may notify the MLTS operator of non-compliance with Rule 484. They should

provide the operator with information regarding what must be done to comply in order to provide the MLTS users with appropriate E911 safety protections. After notification of non-compliance, the MLTS operator may be given time to comply with the Rules. The MLTS operator should coordinate with the notifying PSAP, and request confirmation that any updates made did, in fact, resolve non-compliance issues and concerns.

Should an MLTS operator fail to comply, a PSAP should communicate the non-compliance to the MPSC and the State 911 Committee (through the State 911 Office).

What are Penalties for Non-Compliance with Rule 484?

MLTS operators in violation of Rule 484 can be assessed a fine by the Michigan Public Service Commission. This fine can range from \$500.00 to \$5,000.00 per offense.

Some Practical Considerations for MLTS Operators

The specifics regarding MLTS Rules compliance do not fall into a “one-size-fits-all” list. An MLTS operator must consider a myriad of things, not only to ensure compliance with the Rules, but to ensure the safety of the users using its MLTS system. At the most basic level, an MLTS operator should ask themselves the following questions:

- When a user dials 911 from any phone in the system, will their call go to the correct dispatch center?
- When a user dials 911 from any phone in the system, will the dispatch center get the proper information needed to process the call?
- If emergency responders are dispatched, is it reasonable they will be able to find the caller if no one is there to guide them to the caller?

If the answer to any of the above questions is “no,” then the chance is high that an MLTS operator is not in compliance with MLTS rules, and must start exploring what it needs to do to meet the requirements of the Rule, and provide users with an environment that adequately provides for their safety in the event of an emergency.

Some Additional Planning Questions MLTS Operators Should Ask Themselves

- How many locations do I have?
- How many PSAPs does my MLTS need to access?
- Do I have remote users and can they access 911?
- Do I need to establish an internal process to ensure movement of equipment does not interfere with the provision of accurate information to 911 responders?
- How can you integrate on-site security in response process?
- What training and certification do they need?
- What solutions are available for MLTS 911 response?

One Building, Single Floor

The specific location information for a one-story building with 1) its own street address, and 2) which is more than 7,000 square feet in area must provide, at a minimum:

- The building's street address
- Device's location within the facility/premises

Example in Practice: A one-story building with a 35,000 square foot floor plan must include location indicative of the location on the premise (i.e. NW Corner, Wing A, Central Open Work Area) in the PSAP display along with the street address.

One Building, Multiple Floors

The specific location information for a multi-story building with 1) its own street address, and 2) a total area of more than 7,000 square feet must provide, at a minimum:

- The building's street address
- The building floor
- Caller's location within the facility/premises

Example in Practice: A three-story building, containing two 2,500 square foot floors and a 2,500 square foot basement floor. The total square footage is in excess of 7,000 square feet and the rule is applicable.

Separate Buildings, Single Floor – Common Address

The specific location information for a one-story, multi-building site served by a shared MLTS, with 1) common street address and 2) a combined total area of more than 7,000 square feet must provide, at a minimum:

- The common street address
- A unique building identifier
- Device's location

Example in Practice: A one-story, four-building, three-acre building site where each building has 3,000 square feet on a single floor. The specific caller's location within the facility/premises must be provided along with the common address, the specific building identifier for each building, and the device's location within that building.

Separate Buildings, Multiple Floors – Common Address

The specific location information for a multi-story, multi-building site served by a shared MLTS, with 1) a common street address and 2) a combined total area greater than 7,000 square feet must provide, at a minimum:

- The common street address
- A unique building identifier
- The building floor
- Device's location

Example in Practice: A three-building campus on two acres, with two three-story buildings and one two-story building, where each building has a 3,000 square foot floor plan on each floor. The specific device's location and floor within the facility/premises must be provided along with the common address and the specific building identifier for each building.

Separate Buildings, Single Floor – Separate Addresses

The specific location information for multiple single-story buildings served by a shared MLTS, with different street addresses and a combined total area of more than 7,000 square feet must provide, at a minimum:

- The address of the building/facility the call is being made from
- A unique building identifier
- Caller's location

Example in Practice: A four-building, single story, three-acre building site, where each building is individually addressed and has 2,000 square feet on each floor. The specific caller's location within the facility/premises must be provided along with the individual building's address, and the caller's location within that building.

Separate Buildings – Separate Addresses in Separate Responder Jurisdictions Served by Multiple 911 Centers.

The precise location information **and routing information** for any multi-building MLTS in which the buildings are located in different jurisdictions served by different PSAPs. This means that 911 calls may need to be routed to different PSAPs based on the location of the originating call. At a minimum:

- 911 call routing to the proper PSAP for the jurisdiction serving the building that the call is being made from
- The street address of that building
- A unique building identifier (if applicable)

- The building floor (if applicable)
- Device's location within building

Example in practice: A primary bank with eight branch locations in three different municipalities, all are single story buildings and each branch has a 2,500 square foot floor plan. Calls must contain the location information within each branch/satellite location and the branches/satellite locations may be served by different PSAPs.

Special Note: It is very important when buildings are located in different response jurisdictions/municipalities that the MLTS operator makes advance contact with the PSAP manager/director for the location the primary MLTS switch is in. In some cases, PSAPs dispatch for a number of jurisdictions and calls will only need to be routed to a single PSAP. In other cases, calls may need to be routed to different PSAPs serving different jurisdictions and this may require additional configuration and testing.

Additional Considerations:

Why Can Remote Workers Present Issues for MLTS E911 Compliance?

IP phone systems enable increased flexibility for users to work from anywhere with an Internet connection. While this can be a popular feature with organizations and users alike, it can create challenges when it comes to E911. Specifically, knowing where the caller is located and the PSAP to which an emergency call should be routed can be less straightforward. E911 regulations require that organizations providing remote workers with access to their IP phone system must still provide them with reliable E911 service, regardless of where they are located.

Another concern that arises when contemplating E911 support for remote workers is provisioning their locations. Even though they are located off-site, their locations must still be validated and provisioned, and they cannot be automatically tracked like on-premises users.

How Does the Common Practice of Moving Telephone Equipment Between Work Stations Impact MLTS E911 Compliance?

Large organizations with IP telephony deployments often take advantage of phone mobility features, allowing users to move about on the network and log in and out of IP phones on the fly. However, each time a user logs in or out of a different phone, or moves their phone to a different location, the new location associated to the user must be updated in an E911 database. Updating the locations of IP phones may be done manually, but MLTS operators should be mindful this approach can be error-prone, time consuming, costly, and administratively intensive. It might be worthwhile to explore E911 solutions that automatically update such information.

Particularly High Risk MLTS Environments

PSAPs have reported that many of the most dangerous problems occur when MLTS operators fail to provide accurate caller location in certain “high risk” environments.

- Multiple or remote buildings and locations with one address served by one central/host MLTS, which serves as the location/address stored in the 911 database;
- Multiple or remote buildings and locations in ***different responder jurisdictions*** with one address served by one central/host MLTS, which serves as the location/address stored in the 911 database;
- Assisted living or medical facilities with a phone in each living unit or patient room, but with only the main address and front desk provisioned in the 911 database;
- Sites that use an MLTS, but do not provide on-site notification that a 911 call was made; in this situation, the 24/7 attendant or security is unable to assist the PSAP during call-back to the ‘main line’ number provided;
- Sites that use an MLTS system, but do not have an on-site or 24/7 operator to answer a PSAP call-back to the ‘main line’ number provided.

Buildings, driveways, points of emergency access, internal signage, and workspace locations should always be properly marked, visible, and understandable.

Building address numbers, building identifiers, interior coding, offices, work areas, cubicles, building zones and wings, rooms, and other location identifiers should be included and in a format that can be easily understood by 911 and emergency responders.

Additional note in regard to the MLTS rules: As previously stated, while not required in the rules governing MLTS within the State of Michigan, the SNC recognizes the direct outward dialing of 911 as a voluntary best practice. This means that MLTS systems should be programed to allow the caller to dial the numbers 911 without having to dial “9” or another digit first.

A complete glossary of terms by the National Emergency Number Association can be found at: http://c.ymcdn.com/sites/www.nena.org/resource/resmgr/Standards/NENA-ADM-000.18-2014_2014072.pdf

A copy of the Multiline Telephone Systems Rules can be found at: http://w3.lara.state.mi.us/orr/Files/AdminCode/1468_2014-135LR_AdminCode.pdf

Dear MLTS owner/operator,

The list below is not an all-inclusive, but a collection of firms we found through research that may be able to assist you in the deployment of MLTS 911 functionality toward compliance with the Michigan MLTS rules. The State 911 Committee is not providing this list as a referral source, but as a starting point in seeking assistance in the deployment of MLTS 911 compliance. Neither the State of Michigan nor the State 911 Committee is endorsing the individual companies on this list.

PS ALI Reference List

Independent Emergency Services (IES)



Cliff Woodbury

Manager

Phone: 320-234-5582

Cliff.woodbury@ies911.com

www.ies911.com

911 Emergency Telecom Company



Karina Yandell

Phone: 623-243-2260

www.911etc.com

Intrado (911 Enable)



Mary Boyd

Director - External Affairs | Intrado

Phone: 810-388-1911

www.intrado.com

RedSky Technologies, Inc.



Jerry Eisner, ENP
Group Director – Public Safety
333 N. Michigan Avenue
Suite 1600
Chicago, IL 60601-4009
Phone: 312-432-5937
Cell: 312-375-3036

jeisner@redskytech.com

WEB redskyE911.com

BLOG blog.redskye911.com/e911-watch

TWITTER twitter.com/redskyE911

FACEBOOK facebook.com/RedSkyTechnologies

YOUTUBE youtube.com/RedSkyTechnologies

Michigan Collegiate Telecommunications Association (MiCTA)

For Public Institutions - public sector and non-profits only

4805 Towne Centre
Suite 100
Saginaw, MI 48604
Phone: 888-964-2227
Direct: 989-753-2424
Fax: 989-753-2655
micta@mictatech.org
www.mictatech.org

AMENDED Appendix E

County Financial Information Detail

County	Total State 911 Fee Distribution Received	Total Local 911 Fee Distribution Received	Total 911 Millage Receipts	Total General Fund Monies	Total Other Receipts	Total Expenses	Total State 911 Fee Spent	Total Local 911 Fee Spent	Total 911 Millage Monies Spent	Total General Fund Monies Spent	Total Other Monies Spent
Alcona	\$ 130,433.00	\$ 337,436.00	\$ -	\$ -	\$ 14,551.00	\$ 482,420.00	\$ 130,433.00	\$ 337,436.04	\$ -	\$ -	\$ 14,551.00
Alger	\$ 129,589.00	\$ 41,613.00	\$ 153,907.00	\$ -	\$ 5,325.00	\$ 282,583.00	\$ 129,589.00	\$ 41,613.00	\$ 95,640.00	\$ -	\$ 15,741.00
Allegan	\$ 272,264.00	\$ 2,510,927.00	\$ -	\$ 349,823.00	\$ 42,519.00	\$ 3,099,233.00	\$ 272,264.00	\$ 2,510,927.00	\$ -	\$ 316,042.00	\$ -
Alpena	\$ 157,372.00	\$ 753,379.65	\$ -	\$ -	\$ 1,306.48	\$ 1,030,874.24	\$ 154,372.00	\$ 753,379.65	\$ -	\$ -	\$ 123,122.59
Antrim	\$ 146,934.00	\$ -	\$ 856,476.81	\$ -	\$ 3,657.75	\$ 19,932.40	\$ -	\$ 719,040.80	\$ -	\$ -	\$ 1,000.00
Arenac	\$ 137,590.00	\$ 47,394.98	\$ 436,916.09	\$ -	\$ 12,544.58	\$ 645,562.94	\$ 137,590.00	\$ 47,394.09	\$ 436,916.09	\$ -	\$ 23,662.76
Baraga	\$ 127,654.00	\$ -	\$ -	\$ -	\$ -	\$ 136,395.63	\$ 136,395.63	\$ -	\$ -	\$ -	\$ -
Barry	\$ 200,078.00	\$ -	\$ 1,859,224.36	\$ -	\$ 38,135.61	\$ 1,694,262.50	\$ 52,491.68	\$ -	\$ 1,641,770.82	\$ -	\$ -
Bay	\$ 267,074.00	\$ -	\$ 1,970,497.29	\$ -	\$ 17,861.34	\$ 2,589,458.52	\$ 267,074.00	\$ -	\$ 2,304,523.18	\$ -	\$ 17,861.34
Benzie	\$ 174,720.00	\$ 641,614.16	\$ -	\$ -	\$ 3,788.07	\$ 723,478.95	\$ 723,478.95	\$ -	\$ -	\$ -	\$ -
Berrien	\$ 341,070.00	\$ 678,002.00	\$ 3,386,638.00	\$ -	\$ 195,054.00	\$ 3,611,524.00	\$ 341,040.00	\$ 678,002.00	\$ 2,592,482.00	\$ -	\$ -
Branch	\$ 133,681.00	\$ 125,851.17	\$ 1,187,394.08	\$ -	\$ 140,551.80	\$ 1,269,773.64	\$ 133,681.00	\$ 114,274.76	\$ 1,021,817.88	\$ -	\$ -
Calhoun	\$ 307,565.00	\$ 778,426.41	\$ -	\$ 2,471,394.89	\$ 18,143.50	\$ 3,438,381.48	\$ 307,565.00	\$ 778,426.41	\$ -	\$ 2,352,390.07	\$ -
Cass	\$ 190,143.00	\$ 669,054.87	\$ 383,474.68	\$ -	\$ -	\$ 914,281.19	\$ 190,143.00	\$ 669,054.87	\$ 55,038.32	\$ -	\$ -
CCE (Charlevoix, Cheboygan, Emmet)	\$ 460,229.00	\$ 660,782.00	\$ -	\$ 1,400,719.00	\$ 123,779.00	\$ 2,645,509.00	\$ 460,229.00	\$ 660,782.00	\$ -	\$ 1,400,719.00	\$ 123,779.00
Chippewa	\$ 168,253.00	\$ 507,917.47	\$ -	\$ 78,234.68	\$ 148,041.66	\$ 902,446.81	\$ 168,253.00	\$ 507,917.47	\$ -	\$ 78,234.68	\$ 148,041.66
Clare	\$ 199,170.00	\$ 164,500.78	\$ 391,196.35	\$ -	\$ -	\$ 958,390.99	\$ 199,170.00	\$ 164,500.78	\$ 391,196.35	\$ -	\$ 203,523.86
Clinton	\$ 220,855.00	\$ 1,884,073.02	\$ -	\$ -	\$ 48,716.76	\$ 2,138,725.75	\$ 220,855.00	\$ 1,917,870.75	\$ -	\$ -	\$ -
Crawford	\$ 134,955.00	\$ 339,376.47	\$ -	\$ 13,240.28	\$ 2,428.50	\$ 474,265.13	\$ 134,955.00	\$ 336,881.63	\$ -	\$ -	\$ 2,428.50
Delta	\$ 196,860.00	\$ 192,854.00	\$ 324,694.00	\$ -	\$ 14,100.00	\$ 813,013.00	\$ 196,860.00	\$ 192,854.00	\$ 409,199.00	\$ -	\$ 14,100.00
Dickinson	\$ 150,627.00	\$ 201,928.84	\$ 386,075.77	\$ 98,438.00	\$ -	\$ 838,482.06	\$ 150,627.00	\$ 201,928.84	\$ 386,075.77	\$ 98,438.00	\$ 1,412.45
Eaton	\$ 270,236.00	\$ -	\$ 3,092,447.20	\$ -	\$ -	\$ 3,983,704.13	\$ 270,236.00	\$ -	\$ 3,403,131.81	\$ -	\$ 310,336.32
Genesee	\$ 707,986.69	\$ 5,327,471.54	\$ -	\$ 800,500.00	\$ -	\$ 6,835,958.23	\$ 707,986.69	\$ 5,327,471.54	\$ -	\$ 800,500.00	\$ -
Gladwin	\$ 151,731.00	\$ 111,927.26	\$ 719,034.10	\$ -	\$ 2,731.11	\$ 1,035,912.85	\$ 233,726.59	\$ 71,500.56	\$ 730,685.70	\$ -	\$ -
Gogebic	\$ 136,726.00	\$ 167,270.62	\$ -	\$ -	\$ 240.00	\$ 307,317.74	\$ 136,726.00	\$ 167,270.62	\$ -	\$ -	\$ 240.00
Grand Traverse	\$ 237,414.00	\$ 1,452,669.57	\$ -	\$ 175,030.45	\$ 12,918.03	\$ 1,878,032.05	\$ 237,414.00	\$ 1,452,669.57	\$ -	\$ 175,030.45	\$ 12,918.03
Griatiot	\$ 173,898.00	\$ 1,029,230.40	\$ -	\$ -	\$ -	\$ 1,203,128.40	\$ 173,898.00	\$ 1,029,230.40	\$ -	\$ -	\$ -
Hillsdale	\$ 182,050.00	\$ 938,241.45	\$ -	\$ -	\$ 74,188.41	\$ 1,113,810.07	\$ 182,050.00	\$ 931,760.07	\$ -	\$ -	\$ -
Houghton	\$ 167,607.00	\$ 343,809.00	\$ -	\$ -	\$ 2,679.00	\$ 1,058,770.00	\$ 347,276.00	\$ 711,494.00	\$ -	\$ -	\$ -
Huron	\$ 160,544.00	\$ 819,401.00	\$ -	\$ 82,360.00	\$ 2,782.00	\$ 1,015,197.00	\$ 160,544.00	\$ 772,293.00	\$ -	\$ 82,360.00	\$ -
Ingham	\$ 517,122.00	\$ 1,402,698.00	\$ 5,625,134.00	\$ -	\$ 19,814.00	\$ 7,764,931.00	\$ 517,122.00	\$ 1,402,698.00	\$ 5,625,134.00	\$ -	\$ 219,977.00
Ionia	\$ 204,478.00	\$ 1,125,693.63	\$ -	\$ -	\$ 1,578.19	\$ 1,231,476.64	\$ 204,478.00	\$ 1,026,998.64	\$ -	\$ -	\$ -
Iosco	\$ 150,225.00	\$ 559,064.00	\$ -	\$ -	\$ -	\$ 705,009.00	\$ 145,000.00	\$ 560,009.00	\$ -	\$ -	\$ -
Iron	\$ 151,567.00	\$ 339,112.00	\$ -	\$ 118,000.00	\$ 101,345.00	\$ 710,024.00	\$ 151,567.00	\$ 339,112.00	\$ -	\$ 118,000.00	\$ 101,345.00
Isabella	\$ 216,162.00	\$ 818,083.00	\$ -	\$ -	\$ 1,408.00	\$ 1,247,558.00	\$ 216,162.00	\$ 818,083.00	\$ -	\$ -	\$ 213,313.00

County	Total State 911 Fee Distribution Received	Total Local 911 Fee Distribution Received	Total 911 Millage Receipts	Total General Fund Monies	Total Other Receipts	Total Expenses	Total State 911 Fee Spent	Total Local 911 Fee Spent	Total 911 Millage Monies Spent	Total General Fund Monies Spent	Total Other Monies Spent
Jackson	\$ 346,030.00	\$ 701,253.22	\$ -	\$ 833,476.00	\$ -	\$ 1,822,392.74	\$ 170,947.74	\$ 817,969.00	\$ -	\$ 833,476.00	\$ -
Kalamazoo	\$ 470,508.00	\$ 531,590.00	\$ -	\$ 5,103,753.00	\$ -	\$ 5,609,787.00	\$ 469,505.00	\$ 36,529.00	\$ -	\$ 5,103,753.00	\$ -
Kalkaska	\$ 137,763.00	\$ 481,363.00	\$ -	\$ -	\$ 10,611.00	\$ 524,666.00	\$ 137,763.00	\$ 376,292.00	\$ -	\$ -	\$ 10,611.00
Kent	\$ 973,226.00	\$ 2,931,282.00	\$ -	\$ 5,163,282.00	\$ 2,068,925.00	\$ 11,136,715.00	\$ 973,226.00	\$ 2,785,812.00	\$ -	\$ 4,810,905.00	\$ 2,566,772.00
Keweenaw	\$ 117,745.00	\$ -	\$ -	\$ -	\$ -	\$ 90,942.00	\$ 90,942.00	\$ -	\$ -	\$ -	\$ -
Lake	\$ 144,498.00	\$ -	\$ 1,075,674.33	\$ -	\$ 2,500.00	\$ 1,028,397.50	\$ 19,600.15	\$ -	\$ 1,006,297.47	\$ -	\$ 2,500.00
Lapeer	\$ 239,316.00	\$ 1,478,524.00	\$ -	\$ -	\$ 16,057.00	\$ 1,792,360.00	\$ 239,316.00	\$ 1,478,524.00	\$ -	\$ -	\$ 74,520.00
Leelanau	\$ 144,261.00	\$ -	\$ -	\$ 720,703.00	\$ 120,000.00	\$ 984,964.00	\$ 144,261.00	\$ -	\$ -	\$ 720,703.00	\$ 120,000.00
Lenawee	\$ 255,831.00	\$ 1,154,375.00	\$ -	\$ -	\$ 8,033.00	\$ 1,628,172.00	\$ 255,831.00	\$ 1,154,375.00	\$ -	\$ -	\$ 217,966.00
Livingston	\$ 371,525.00	\$ 4,205,883.71	\$ -	\$ -	\$ 4,723,368.51	\$ 4,751,199.17	\$ 4,693,772.47	\$ -	\$ -	\$ -	\$ 57,426.70
Luce	\$ 122,748.00	\$ 55,417.20	\$ -	\$ -	\$ 2,630.39	\$ 124,518.00	\$ 29,909.10	\$ -	\$ -	\$ -	\$ -
Mackinac	\$ 97,068.00	\$ 159,023.00	\$ -	\$ -	\$ -	\$ 453,974.00	\$ -	\$ -	\$ -	\$ -	\$ -
Macomb	\$ 1,313,361.00	\$ -	\$ -	\$ 15,982,075.75	\$ 5,573,125.90	\$ 15,982,075.75	\$ 1,223,765.38	\$ -	\$ -	\$ 14,758,310.37	\$ -
Manistee	\$ 112,933.00	\$ -	\$ 118,754.00	\$ 1,300,477.00	\$ 43,055.00	\$ 1,186,227.00	\$ 112,933.00	\$ -	\$ 1,035,505.00	\$ -	\$ 43,055.00
Marquette	\$ 209,004.00	\$ -	\$ 1,118,815.00	\$ -	\$ 2,508.00	\$ 1,424,707.00	\$ 209,004.00	\$ -	\$ 1,118,815.00	\$ -	\$ 2,508.00
Mason Oceana	\$ 305,447.00	\$ 1,109,990.58	\$ 389,599.04	\$ -	\$ 3,456.51	\$ 1,519,045.69	\$ 305,447.00	\$ 1,109,990.58	\$ 100,151.60	\$ -	\$ 3,456.51
Mecosta (Mecosta-Osceola)	\$ 325,037.00	\$ 1,212,803.00	\$ -	\$ -	\$ 11,920.00	\$ 1,673,418.00	\$ 325,037.00	\$ 1,212,803.00	\$ -	\$ -	\$ 135,578.00
Menominee	\$ 149,329.00	\$ 534,345.00	\$ -	\$ 10,744.00	\$ 15,912.00	\$ 729,275.00	\$ 149,329.00	\$ 534,345.00	\$ -	\$ 10,774.00	\$ 18,617.00
Midland	\$ 204,153.70	\$ -	\$ 2,136,423.53	\$ -	\$ -	\$ 2,297,616.64	\$ 204,153.70	\$ -	\$ 2,093,462.94	\$ -	\$ -
Missaukee	\$ 136,074.00	\$ -	\$ -	\$ 463,814.35	\$ -	\$ 612,257.81	\$ 148,443.46	\$ -	\$ -	\$ 463,814.35	\$ -
Monroe	\$ 325,032.00	\$ 733,593.16	\$ -	\$ 985,135.00	\$ -	\$ 2,043,760.10	\$ 325,032.00	\$ 733,593.16	\$ -	\$ 985,135.00	\$ -
Montcalm	\$ 204,483.00	\$ 1,448,441.00	\$ -	\$ -	\$ 95.70	\$ 1,423,395.00	\$ 204,483.00	\$ 1,218,912.00	\$ -	\$ -	\$ -
Montmorency	\$ 127,220.00	\$ 144,201.29	\$ -	\$ 30,000.00	\$ 109.41	\$ 301,401.29	\$ 127,220.00	\$ 144,201.29	\$ -	\$ 29,980.00	\$ -
Muskegon	\$ 363,273.00	\$ 542,575.00	\$ 1,246,770.00	\$ -	\$ 1,134,440.00	\$ 3,357,710.00	\$ 363,273.00	\$ 542,575.00	\$ 1,246,770.00	\$ 37,462.00	\$ 1,167,630.00
Newaygo	\$ 182,437.00	\$ 773,082.50	\$ -	\$ -	\$ 194,836.00	\$ 908,617.31	\$ 180,775.66	\$ 727,841.65	\$ -	\$ -	\$ 194,836.00
Oakland	\$ 1,829,056.00	\$ 3,705,856.11	\$ -	\$ 34,001,220.00	\$ 2,988,347.00	\$ 44,788,680.55	\$ 1,829,056.00	\$ 3,705,856.11	\$ -	\$ 34,001,220.00	\$ 5,252,548.44
Ogemaw	\$ 145,965.00	\$ 255,205.27	\$ -	\$ 244,931.00	\$ -	\$ 646,101.27	\$ 145,965.00	\$ 255,205.27	\$ -	\$ 244,931.00	\$ -
Ontonagon	\$ 124,422.00	\$ 37,780.44	\$ -	\$ -	\$ -	\$ 122,053.44	\$ 122,053.44	\$ -	\$ -	\$ -	\$ -
Oscoda	\$ 127,108.00	\$ 36,478.67	\$ -	\$ 72,844.20	\$ -	\$ 200,299.58	\$ 127,455.38	\$ -	\$ -	\$ 72,844.20	\$ -
Otsego	\$ 147,767.00	\$ 495,672.00	\$ -	\$ -	\$ 664.00	\$ 623,622.82	\$ 147,767.00	\$ 475,855.82	\$ -	\$ -	\$ -
Ottawa	\$ 495,561.00	\$ -	\$ 4,162,742.00	\$ -	\$ 346,977.00	\$ 4,337,756.00	\$ 495,561.00	\$ -	\$ 3,667,181.00	\$ -	\$ -
Presque Isle	\$ 133,947.00	\$ 58,369.13	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Roscommon	\$ 150,038.00	\$ -	\$ 821,771.75	\$ -	\$ 36,843.94	\$ 1,001,460.57	\$ 72,694.44	\$ -	\$ 858,615.69	\$ -	\$ 70,150.44
Saginaw	\$ 510,258.00	\$ 5,174,774.00	\$ -	\$ -	\$ 79,324.00	\$ 5,908,214.00	\$ 510,258.00	\$ 5,174,774.00	\$ -	\$ -	\$ 223,182.00
Sanilac	\$ 174,809.00	\$ 181,695.00	\$ 304,308.00	\$ 187,508.00	\$ 10,850.00	\$ 769,642.00	\$ 174,809.00	\$ 181,695.00	\$ 214,780.00	\$ 187,508.00	\$ 10,850.00
Schoolcraft	\$ 126,884.00	\$ 44,276.00	\$ -	\$ -	\$ 8,864.00	\$ 180,973.00	\$ 126,884.00	\$ 44,276.00	\$ -	\$ -	\$ 8,864.00
Shiawasee	\$ 160,925.00	\$ 892,571.80	\$ -	\$ -	\$ 44,203.88	\$ 1,168,722.21	\$ 160,925.00	\$ 892,571.80	\$ -	\$ -	\$ 44,203.88
St. Clair	\$ 345,942.00	\$ 1,060,047.62	\$ -	\$ 600,286.63	\$ 345,714.98	\$ 1,980,893.30	\$ 345,942.00	\$ 1,060,047.62	\$ -	\$ 600,286.63	\$ 345,714.98
St. Joseph	\$ 200,753.00	\$ 199.00	\$ 870,271.00	\$ -	\$ 232,308.00	\$ 1,806,810.00	\$ -	\$ -	\$ 870,271.00	\$ -	\$ 232,308.00
Tuscola	\$ 192,810.00	\$ 1,109,805.72	\$ -	\$ -	\$ 20,627.00	\$ 1,327,755.80	\$ 1,327,755.80	\$ -	\$ -	\$ -	\$ -
Van Buren	\$ 232,693.00	\$ 871,555.63	\$ -	\$ -	\$ 2,034.69	\$ 1,191,593.68	\$ 1,192,632.11	\$ -	\$ -	\$ -	\$ 2,034.69
Washtenaw	\$ 605,302.00	\$ 1,737,172.63	\$ -	\$ 4,830,318.76	\$ -	\$ 7,029,034.17	\$ 461,542.78	\$ 1,737,172.63	\$ -	\$ 4,830,318.76	\$ -
Wayne - Conf. of Western Wayne	\$ 1,032,265.00	\$ 4,002,928.00	\$ -	\$ 12,293,651.00	\$ -	\$ 17,328,844.00	\$ 1,032,265.00	\$ 4,002,928.00	\$ -	\$ 12,293,651.00	\$ -
Wayne - Conf. of Eastern Wayne	\$ 86,168.00	\$ 264,989.00	\$ -	\$ 932,708.00	\$ 1,283,865.00	\$ 86,168.00	\$ 86,168.00	\$ 264,989.00	\$ -	\$ 932,708.00	\$ -
Wayne - Downriver Mutual Aid	\$ 1,529,841.44	\$ -	\$ -	\$ 3,242,718.84	\$ -	\$ 1,866,448.73	\$ 1,866,448.73	\$ -	\$ -	\$ 3,242,718.84	\$ -
Wayne - Detroit Service District	\$ 831,195.86	\$ 1,523,228.77	\$ -	\$ 21,637,539.37	\$ -	\$ 23,991,964.00	\$ -	\$ -	\$ -	\$ -	\$ -
Wexford	\$ 159,998.00	\$ 134,908.00	\$ -	\$ 517,655.00	\$ 17,188.00	\$ 767,619.00	\$ 97,868.00	\$ 134,908.00	\$ -	\$ 517,655.00	\$ 17,188.00
TOTAL	\$ 24,396,873.69	\$ 64,755,058.74	\$ 33,018,238.38	\$ 114,742,581.20	\$ 20,399,582.70	\$ 240,529,770.46	\$ 29,619,272.88	\$ 56,046,916.42	\$ 31,305,460.62	\$ 90,099,868.35	\$ 12,369,874.15

Appendix F

Distribution of Emergency 911 Funds to Counties

Equal and Per Capita

Includes payments: January – December 2015

County	Net Payment
Alcona	\$130,433
Alger	128,497
Allegan	275,505
Alpena	157,372
Antrim	148,682
Arenac	137,590
Baraga	127,427
Barry	200,078
Bay	270,253
Benzie	139,938
Berrien	341,070
Branch	179,970
Calhoun	311,227
Cass	190,143
Charlevoix	152,103
Cheboygan	152,396
Chippewa	170,255
Clare	159,289
Clinton	223,484
Crawford	134,955
Delta	168,159
Dickinson	152,419
Eaton	270,236
Emmet	161,843
Genesee	729,473
Gladwin	151,731
Gogebic	138,352
Grand Traverse	240,240
Gratiot	175,968
Hillsdale	182,050
Houghton	167,523
Huron	162,454
Ingham	520,244
Ionia	206,911
Iosco	152,012
Iron	131,696
Isabella	216,162
Jackson	346,030
Kalamazoo	476,111
Kalkaska	139,402
Kent	984,818
Keweenaw	117,745

County	Net Payment
Lake	\$131,295
Lapeer	242,165
Leelanau	145,977
Lenawee	258,876
Livingston	375,948
Luce	124,208
Mackinac	130,679
Macomb	1,329,004
Manistee	150,346
Marquette	211,491
Mason	156,082
Mecosta	176,431
Menominee	149,329
Midland	235,393
Missaukee	136,074
Monroe	334,152
Montcalm	206,098
Montmorency	128,733
Muskegon	363,271
Newaygo	184,608
Oakland	1,850,843
Oceana	152,999
Ogemaw	145,965
Ontonagon	124,422
Osceola	148,606
Oscoda	127,108
Otsego	149,525
Ottawa	495,561
Presque Isle	133,947
Roscommon	149,935
Saginaw	403,677
St. Clair	350,061
St. Joseph	203,142
Sanilac	176,889
Schoolcraft	126,884
Shiawassee	216,648
Tuscola	195,105
Van Buren	224,748
Washtenaw	612,510
Wayne	2,743,650
Wexford	161,902
TOTAL	\$23,786,533

Appendix G

Michigan 911 County Surcharges

as compiled by the Michigan Public Service Commission Staff

Rates effective July 1, 2016

For questions, contact Mr. Josh McConkie at McConkieJ@michigan.gov

County	Technical Charge: Recurring*	Technical Charge: Nonrecurring*	County Charge**	Total
Alcona	\$ 0.80	\$ -	\$ 3.00	\$ 3.80
Alger	\$ 0.46	\$ 0.03	\$ 0.42	\$ 0.91
Allegan	\$ 0.48	\$ -	\$ 3.00	\$ 3.48
Alpena	\$ 0.80	\$ -	\$ 2.46	\$ 3.26
Antrim	\$ 0.80	\$ -	\$ -	\$ 0.80
Arenac	\$ 0.75	\$ -	\$ 0.42	\$ 1.17
Baraga	\$ -	\$ -	\$ -	\$ -
Barry	\$ 0.26	\$ -	\$ -	\$ 0.26
Bay	\$ 0.38	\$ -	\$ -	\$ 0.38
Benzie	\$ 0.42	\$ -	\$ 3.00	\$ 3.42
Berrien	\$ -	\$ -	\$ 0.42	\$ 0.42
Branch	\$ 0.80	\$ -	\$ 0.42	\$ 1.22
Calhoun	\$ 0.35	\$ -	\$ 0.60	\$ 0.95
Cass	\$ 0.46	\$ -	\$ 1.39	\$ 1.85
Charlevoix	\$ 0.41	\$ -	\$ 0.61	\$ 1.02
Cheboygan	\$ 0.41	\$ -	\$ 0.61	\$ 1.02
Chippewa	\$ 0.56	\$ 0.04	\$ 1.50	\$ 2.10
Clare	\$ 0.80	\$ -	\$ 1.00	\$ 1.80
Clinton	\$ 0.66	\$ -	\$ 2.25	\$ 2.91
Crawford	\$ 0.80	\$ -	\$ 2.35	\$ 3.15
Delta	\$ 0.80	\$ 0.06	\$ 0.80	\$ 1.66
Dickinson	\$ 0.80	\$ 0.06	\$ 0.68	\$ 1.54
Eaton	\$ 0.23	\$ -	\$ -	\$ 0.23
Emmet	\$ 0.41	\$ -	\$ 0.61	\$ 1.02
Genesee	\$ 0.24	\$ -	\$ 1.24	\$ 1.48
Gladwin	\$ 0.26	\$ -	\$ 0.51	\$ 0.77
Gogebic	\$ 0.78	\$ 0.05	\$ 1.30	\$ 2.13
Grand Traverse	\$ 0.41	\$ -	\$ 1.85	\$ 2.26
Gratiot	\$ 0.68	\$ -	\$ 2.89	\$ 3.57
Hillsdale	\$ 0.80	\$ -	\$ 2.50	\$ 3.30
Houghton	\$ 0.80	\$ 0.06	\$ 1.10	\$ 1.96
Huron	\$ 0.43	\$ -	\$ 2.20	\$ 2.63
Ingham	\$ 0.24	\$ -	\$ 0.42	\$ 0.66
Ionia	\$ 0.40	\$ -	\$ 2.30	\$ 2.70
Iosco	\$ 0.63	\$ -	\$ 2.10	\$ 2.73
Iron	\$ 0.80	\$ 0.04	\$ 2.70	\$ 3.54
Isabella	\$ 0.80	\$ -	\$ 1.50	\$ 2.30
Jackson	\$ 0.28	\$ -	\$ 1.50	\$ 1.78
Kalamazoo	\$ 0.27	\$ -	\$ 0.42	\$ 0.69
Kalkaska	\$ 0.58	\$ -	\$ 2.52	\$ 3.10
Kent	\$ 0.18	\$ -	\$ 0.45	\$ 0.63
Keweenaw	\$ -	\$ -	\$ -	\$ -

County	Technical Charge: Recurring*	Technical Charge: Nonrecurring*	County Charge**	Total
Lake	\$ 0.29	\$ -	\$ -	\$ 0.29
Lapeer	\$ 0.26	\$ -	\$ 1.55	\$ 1.81
Leelanau	\$ 0.52	\$ -	\$ -	\$ 0.52
Lenawee	\$ 0.51	\$ -	\$ 3.00	\$ 3.51
Livingston	\$ 0.21	\$ -	\$ 1.85	\$ 2.06
Luce	\$ 0.68	\$ 0.04	\$ 0.99	\$ 1.71
Mackinac	\$ 0.65	\$ 0.03	\$ 1.48	\$ 2.16
Macomb	\$ 0.21	\$ -	\$ -	\$ 0.21
Manistee	\$ 0.53	\$ -	\$ -	\$ 0.53
Marquette	\$ 0.80	\$ 0.07	\$ -	\$ 0.87
Mason	\$ 0.70	\$ -	\$ 2.09	\$ 2.79
Mecosta	\$ 0.51	\$ -	\$ 2.25	\$ 2.76
Menominee	\$ 0.80	\$ 0.05	\$ 2.12	\$ 2.97
Midland	\$ 0.48	\$ -	\$ -	\$ 0.48
Missaukee	\$ 0.79	\$ -	\$ -	\$ 0.79
Monroe	\$ 0.36	\$ -	\$ 0.42	\$ 0.78
Montcalm	\$ 0.80	\$ -	\$ 2.85	\$ 3.65
Montmorency	\$ 0.72	\$ -	\$ 1.47	\$ 2.19
Muskegon	\$ 0.44	\$ -	\$ 0.34	\$ 0.78
Newaygo	\$ 0.69	\$ -	\$ 1.95	\$ 2.64
Oakland	\$ 0.22	\$ -	\$ 0.28	\$ 0.50
Oceana	\$ 0.70	\$ -	\$ 2.09	\$ 2.79
Ogemaw	\$ 0.58	\$ -	\$ 1.38	\$ 1.96
Ontonagon	\$ 0.73	\$ 0.01	\$ 0.51	\$ 1.25
Osceola	\$ 0.51	\$ -	\$ 2.25	\$ 2.76
Oscoda	\$ 0.80	\$ -	\$ 0.45	\$ 1.25
Otsego	\$ 0.80	\$ -	\$ 1.72	\$ 2.52
Ottawa	\$ 0.27	\$ -	\$ -	\$ 0.27
Presque Isle	\$ 0.80	\$ -	\$ 0.42	\$ 1.22
Roscommon	\$ 0.80	\$ -	\$ -	\$ 0.80
Saginaw	\$ 0.37	\$ -	\$ 2.65	\$ 3.02
Sanilac	\$ 0.30	\$ -	\$ 0.44	\$ 0.74
Schoolcraft	\$ 0.71	\$ 0.02	\$ 0.30	\$ 1.03
Shiawassee	\$ 0.77	\$ -	\$ 2.65	\$ 3.42
St. Clair	\$ 0.18	\$ -	\$ 0.60	\$ 0.78
St. Joseph	\$ 0.51	\$ -	\$ -	\$ 0.51
Tuscola	\$ 0.33	\$ -	\$ 2.03	\$ 2.36
Van Buren	\$ 0.50	\$ -	\$ 1.92	\$ 2.42
Washtenaw	\$ 0.26	\$ -	\$ 0.43	\$ 0.69
Wayne:				
Detroit Emergency	\$ 0.26	\$ -	\$ 0.42	\$ 0.68
Downriver	\$ 0.18	\$ -	\$ 0.42	\$ 0.60
Wayne, Conf. East	\$ 0.17	\$ -	\$ 0.42	\$ 0.59
Wayne, Conf. West	\$ 0.20	\$ -	\$ 0.42	\$ 0.62
Wexford	\$ 0.43	\$ -	\$ 0.42	\$ 0.85

Michigan Public Service Commission Order U-15552, of April 16, 2009, extends the \$0.19.

Michigan 911 charge to also be included on customer bills and remitted to Michigan Department of Treasury.

*The Technical Charge is calculated by a third party accounting firm.

**The County Charges are reported by the counties.

State 911 Committee Membership
As of June 2016

Association of Public Safety Communications Officials

Mr. Rich Feole

Commercial Mobile Radio Service

Ms. Yvette Collins

Department of Licensing and Regulatory Affairs

Ms. Alesha Gensler

Department of State Police

Mr. Shawn Sible

Deputy Sheriffs' Association

Ms. Heidi Roberts

Fraternal Order of Police

Mr. Dave Hiller

Governor's Appointee, Public Member

Mr. John Bawol

House Appointee, Public Member

Mr. Jeff Troyer

Michigan Association of Ambulance Services

Mr. Dale Berry

Michigan Association of Chiefs of Police

Deputy Chief David Levalley

Michigan Association of Counties

Mr. Jon Campbell, Vice-Chair

Michigan Association of Fire Chiefs

Chief Mark Barnes

Michigan Communications Directors Association

Mr. Tim Smith, Chair

Michigan Professional Firefighters Union

Mr. Mark Docherty

Michigan Public Service Commission

Ms. Wendy Thelen

Michigan Sheriffs' Association

Sheriff Dale Gribler

Michigan State Police Troopers Association

Mr. Adam Starkweather

National Emergency Number Association

Mr. Marc Gramlich

Senate Appointee, Public Member

Ms. April Heinze

Telecommunications Association of Michigan

Ms. Jennifer Greenburg

UP Emergency Medical Services Corporation

Mr. James Loeper

AMENDED Appendix I

County Call Information Detail

County	Wireline 911 Calls Received	Wireless 911 Calls Received	VoIP Calls Received	Texts-to-911 Received	PSAP Non- Emergency Admin Calls (non 911 lines)	Incidents Dispatched
Alcona	1,038	2,761	28	-	13,980	4,849
Alger	933	1,856	5	30	12,132	2,759
Allegan	-	-	-	-	70,524	52,630
Alpena	8,000	14,000	9,000	-	20,000	23,249
Antrim	1,831	7,019	4	-	5,508	22,932
Arenac	9,777	-	-	-	50,000	14,346
Baraga	913	1,501	30	-	28,650	7,397
Barry	11,800	6,218	462	-	47,103	43,982
Bay	34,524	54,021	1,825	-	52,740	87,955
Benzie	1,468	4,776	135	-	25,444	16,804
Berrien	13,661	105,029	7,541	-	-	129,510
Branch	54,237	53,946	12,000	-	96,349	57,446
Calhoun	21,320	109,356	6,530	32	124,789	171,218
Cass	2,966	18,715	-	-	155,624	38,685
CCE (Charlevoix, Cheboygan, Emmet)	18,606	54,489	1,596	-	72,116	131,742
Chippewa	6,727	15,608	328	298	48,695	30,196
Clare	2,585	4,906	242	-	9,211	39,253
Clinton	10,751	21,984	1,164	-	41,996	122,316
Crawford	915	2,251	12	-	4,232	8,161
Delta	3,160	7,891	195	-	-	25,099
Dickinson	1,465	4,883	209	279	54,921	15,398
Eaton	8,817	34,831	1,953	49	95,151	92,479
Genesee	265,127	393,781	49,312	-	125,581	510,212
Gladwin	9,569	3,523	-	-	89,031	16,283
Gogebic	2,136	2,121	145	28	40,568	14,687
Grand Traverse	10,541	36,222	455	-	124,300	70,200
Gratiot	4,221	12,661	-	-	50,235	48,178
Hillsdale	8,873	19,500	1,500	-	51,147	29,879
Houghton	3,792	7,766	142	-	28,650	25,123
Huron	3,037	8,449	391	-	53,663	31,329
Ingham	24,628	129,323	5,218	-	361,606	281,202
Ionia	5,175	18,322	200	50	69,136	25,207
Iosco	5,030	8,485	334	-	27,718	26,055
Iron	1,132	3,933	206	26	40,568	11,851
Isabella	6,259	23,758	264	-	55,000	66,579

County	Wireline 911 Calls Received	Wireless 911 Calls Received	VoIP Calls Received	Texts-to-911 Received	PSAP Non- Emergency Admin Calls (non 911 lines)	Incidents Dispatched
Jackson	54,009	82,310	7,346	-	186,869	125,492
Kalamazoo	23,507	142,719	4,083	-	454,300	214,143
Kalkaska	5,452	2,036	90	-	42,329	11,119
Kent	31,672	234,820	14,756	-	381,157	321,911
Keweenaw	276	590	5	3	28,650	1,204
Lake	1,137	4,326	87	114	20,759	4,924
Lapeer	4,621	23,002	276	69	49,576	71,833
Leelanau	2,618	7,220	-	-	39,025	13,010
Lenawee	8,360	36,141	2,260	-	292,171	86,748
Livingston	63,806	45,867	2,436	-	144,708	162,340
Luce	674	1,464	-	15	750	3,489
Mackinac	2,076	4,594	328	298	48,695	9,887
Macomb	31,028	303,580	26,359	250	403,158	599,354
Manistee	25,000	30,000	500	-	45,000	28,500
Marquette	6,484	17,987	299	146	59,280	49,347
Mason Oceana	8,691	27,882	665	-	22,335	86,810
Meceola (Mecosta-Osceola)	10,992	25,936	-	-	104,696	54,564
Menominee	1,293	4,843	1,050	94	27,162	10,471
Midland	12,988	33,894	1,975	-	34,005	71,429
Missaukee	589	1,948	-	-	7,567	4,936
Monroe	10,079	98,259	2,054	-	-	99,804
Montcalm	4,573	20,767	156	-	125,481	54,434
Montmorency	1,410	2,625	15	-	2,758	6,808
Muskegon	26,471	126,219	13,789	-	-	289,695
Newaygo	22,226	41,919	-	-	105,050	44,016
Oakland	97,133	529,005	37,100	1,027	1,267,343	923,965
Ogemaw	3,789	6,582	181	-	50,000	14,400
Ontonagon	691	900	18	6	28,650	4,929
Oscoda	802	2,608	35	-	-	3,028
Otsego	2,823	9,469	98	-	5,830	20,943
Ottawa	5,968	100,540	4,183	-	119,621	118,212
Presque Isle	-	-	-	-	-	7,931
Roscommon	18,175	7,010	540	-	63,829	38,692
Saginaw	37,420	122,196	18,387	-	80,352	204,621
Sanilac	2,673	10,722	450	-	90,729	41,551
Schoolcraft	1,234	1,903	13	-	114,601	7,330
Shiawasee	-	-	-	-	-	60,252
St. Clair	8,696	50,321	4,714	-	216,219	125,272
St. Joseph	4,290	38,398	381	-	121,647	59,490
Tuscola	7,188	15,151	723	-	34,326	40,512
Van Buren	6,979	38,362	1,507	-	142,652	52,007
Washtenaw	27,866	211,457	22,801	-	297,330	297,119
Wayne - Conf. of Western Wayne	140,487	443,775	19,019	-	-	603,281
Wayne - Conf. of Eastern Wayne	3,391	36,806	1,746	-	94,025	53,774
Wayne - Downriver Mutual Aid	20,942	178,099	10,445	-	-	353,436
Wayne - Detroit Service District	84,692	916,419	39,807	-	-	613,780
Wexford	2,792	14,182	209	-	47,949	26,562
TOTAL	1,403,077	5,248,738	342,312	2,814	7,546,952	8,392,546

Appendix J

Overview of Emergency 911 Fund
 As of December 31, 2015

Fund	Receipts	Disbursements	Balance
CMRS	\$96,670,131.30	\$91,773,993.60	\$4,896,137.70
County	116,997,776.71	114,633,206.00	2,364,570.71
County/Pop	175,519,135.87	171,969,677.00	3,549,458.87
Training	19,994,858.85	19,098,989.35	895,869.50
MSP	1,956,624.43	1,956,624.43	0.00
MSP 911/ETSC Admin	6,545,696.98	6,524,789.89	20,907.09
MSP 911/Disp. Ctr.	4,124,931.08	4,103,913.30	21,017.78
Treasury Admin (1)	424,916.64	424,916.64	0.00
Totals	\$422,234,071.86	\$410,486,110.21	\$11,747,961.65

(1) MCL 484.1408(6) authorizes the Michigan Department of Treasury up to \$150,000 to fund a portion of the costs to administer the 911 Act. Starting in FY 2012, the Treasury Administration Fund revenue is transferred from the CMRS Fund.

Dispatcher Training Fund Program

The Public Safety Answering Point (PSAP) training fund was created when P.A. No. 32 of 1986 was amended by P.A. 78 of 1999. As provided by P.A. 78 of 1999, the purpose of the Dispatcher Training Fund Program is to distribute training funds to eligible PSAP's for training 911 center personnel. The funds may be expended only for training expenditures approved by the SNC. A list of approved courses is published by the State 911 Office and is available on the SNC's website at www.michigan.gov/snc.

P.A. 165 of 2007 provides that the SNC "shall semi-annually authorize the distribution of money from the fund to eligible public safety agencies or counties." The SNC has established guidelines for eligible PSAPs and requires an annual application to establish or maintain eligibility to receive the semi-annual distributions from the Dispatcher Training Fund. Eligibility requirements include:

- Application
- Eligible PSAP (be a primary PSAP)
- Identification of personnel – date of hire
- Report of expenditures
- Internal accounting

Funds distributed under this program shall be expended by the PSAP for approved training within two calendar years following the year of distribution. For example, funds distributed in the calendar year 2015 would need to be expended by December 31, 2017.

If funds are not expended with the two-year time frame, the PSAP shall be ineligible to receive further distributions of training funds until the balance of funds from the preceding two-year time frame are expended. For example, if funds distributed in 2015 are not spent, the PSAP shall be ineligible for fund distributions during the calendar year 2018. Eligibility may be restored for the following year's distribution (2019) by utilizing the funds distributed during the years older than the two-year time frame.

If a PSAP is unable to spend down their training money within the allotted two-year period, they may return the excess money to the Dispatcher Training Fund by December 31 of that year, to qualify for the next year's funds.

Any funds not expended within five years must be returned to the Dispatcher Training Fund. For example, funds received by the PSAP in 2015 and not spent by December 31, 2019, must be returned for re-deposit into the Dispatcher Training Fund.

Dispatcher Training Funds shall be distributed to eligible PSAPs based on the number of full-time equivalent (FTE) 911 personnel they employ. Each 2,080 hours worked by full-time and part-time personnel shall be treated as one FTE. The number of eligible PSAP FTE's shall be determined by dividing the total number of paid hours worked by 2,080, then rounding to the whole number.

The distribution of PSAP training funds is calculated by the Michigan Department of Treasury at the time of the distribution. Distributions to eligible recipient PSAPs are determined by dividing the available funds by the total number of FTE's statewide to determine the FTE distribution rate. The FTE distribution rate is then multiplied by the number of FTE's for each eligible PSAP to determine the PSAP distribution.

Distributions come from the State 911 Fund, which is a mix of prepaid surcharge and the 19 cent state charge. Of those funds, six percent is designated for the training funds. Distributions are made in the spring for revenues collected in the last six months of the previous calendar year and in the fall for revenues collected in the first six months of the current calendar year.

**Information for this summary was obtained from the Dispatcher Training Fund Guidelines, which can be found in its entirety on the SNC website at www.michigan.gov/snc.*

ALLOWABLE/DISALLOWABLE USAGE OF FUNDS FOR TRAINING

BY WAY OF EXAMPLE, BUT NOT LIMITATION, THE FOLLOWING COSTS ARE ALLOWABLE OR DISALLOWABLE FUNDS FOR TRAINING (as approved by the State 9-1-1 Committee on 6/8/16):

ALLOWABLE 9-1-1 SURCHARGE EXPENDITURES FOR TRAINING FUNDS

Salaries and travel expenses - Allowed

Actual wages incurred after January 1, 2007 including overtime, not including benefits, of eligible Primary PSAP personnel to attend State 9-1-1 Committee approved training courses (either attendee wages OR backfill employee wages), including the hours of travel to and from the approved training and the hours of the approved course. Documentation of overtime wage use must be kept on site.

Travel expenses to attend approved training in-State or out-of-state for states/provinces adjacent to Michigan (Ohio, Indiana, Wisconsin, Ontario, Illinois, Minnesota) meals, mileage, lodging, parking, etc.

Salaries of instructors for time spent presenting approved 9-1-1 center personnel training.

Reasonable travel expenses for instructors (meals, mileage, lodging, parking, etc).

Flat rate fee or tuition paid to a training provider for presenting approved 9-1-1 center personnel training.

Facilities, Equipment, Supplies - Allowed

Reasonable rental costs for use of the training facilities for the express purpose of conducting approved 9-1-1 center personnel training.

Meal, beverage, and snack expenses provided to trainees during the training.

The cost of purchasing or leasing training materials, including the following: texts, bulletins, tests, writing materials, slides, films, video tapes, and other materials used to assist the eligible trainees in understanding training topics presented as part of State 9-1-1 Committee approved training.

DISALLOWABLE 9-1-1 SURCHARGE EXPENDITURES FOR TRAINING FUNDS

Salaries and travel Expenses – Not Allowed

Monetary incentives, bonuses or awards for completion of training.

Out-of-state travel expenses to states/provinces not adjacent to Michigan unless otherwise specifically approved by the State 9-1-1 Committee's Dispatcher Training Subcommittee.

No reimbursement for PSAP personnel used as trainers in their own PSAP.

Unreasonable travel expense

Facilities, Equipment, Supplies – Not Allowed

Alcoholic beverages

Computer software to be used operationally (i.e. EMD protocol software, CAD software, etc.); computer hardware; any capital investment such as pre-employment testing equipment or simulated console equipment.

ALLOWABLE/DISALLOWABLE USAGE OF FUNDS FOR TRAINING

Training Sessions - Allowed

State 9-1-1 Committee approved in-state courses including interactive on-line courses and self-paced CD/DVD courses.

Out-of-state State 9-1-1 Committee approved courses. All approved expenses are allowed if state/province is adjacent to Michigan (i.e. Ohio, Indiana, Wisconsin, Ontario, Illinois, Minnesota). Only tuition is allowed for states/provinces not adjacent to Michigan unless otherwise specifically pre-approved by State 9-1-1 Committee's Dispatcher Training Subcommittee.

State 9-1-1 Committee approved conferences (trainees must attend at least 6 hours of approved courses at the conference within a 24 hour time frame).

Eligible personnel may retake classes as needed.

Training Sessions - Not Allowed

Expired courses, even if previously State 9-1-1 Committee approved.

Out-of-state travel expenses to states/provinces not adjacent to Michigan unless otherwise specifically pre-approved by State 9-1-1 Committee's Dispatcher Training Subcommittee.

Conferences that are not State 9-1-1 Committee pre-approved.

Appendix L

PSAP Training Fund Payment History

NAME	2011	2012	2013	2014	2015
Alcona County Central Dispatch	\$0	\$7,822	\$8,593	\$8,916	\$8,735
Alger County Sheriff's Department	\$1,930	\$1,117	\$0	\$3,343	\$1,092
Allegan County Central Dispatch	\$19,301	\$23,466	\$27,008	\$0	\$21,838
Alpena County Central Dispatch	\$9,650	\$11,174	\$12,277	\$12,259	\$10,919
Antrim County Central Dispatch	\$8,685	\$10,057	\$12,277	\$10,031	\$9,827
Arenac County Central Dispatch	\$9,650	\$11,174	\$11,048	\$11,145	\$10,919
Auburn Hills Police Department	\$8,685	\$0	\$11,048	\$11,145	\$10,919
Barry County Central Dispatch	\$16,406	\$16,762	\$18,414	\$15,602	\$16,378
Bay County Central Dispatch	\$22,196	\$23,466	\$25,780	\$25,632	\$25,113
Benzie County Central Dispatch	\$8,685	\$10,057	\$9,821	\$10,031	\$9,827
Berkley Department of Public Safety	\$0	\$0	\$0	\$0	\$5,460
Berrien County Public Safety Comm. Ctr.	\$28,952	\$34,641	\$40,511	\$0	\$0
Birmingham Police Department	\$0	\$0	\$0	\$10,031	\$10,919
Bloomfield Hills Dept. of Public Safety	\$3,860	\$0	\$6,138	\$5,573	\$4,368
Bloomfield Township Police Department	\$13,511	\$15,644	\$15,959	\$14,488	\$14,194
Branch County Central Dispatch	\$0	\$0	\$0	\$0	\$0
Brownstown Twp. Police Department	\$5,790	\$0	\$0	\$0	\$0
Calhoun County Consolidated Disp. Auth.	\$28,952	\$34,641	\$38,056	\$35,663	\$36,032
Canton Public Safety Department	\$15,441	\$0	\$0	\$0	\$0
Cass County Sheriff Department	\$9,650	\$11,174	\$11,048	\$10,031	\$10,919
CCE Central Dispatch Authority	\$19,301	\$22,349	\$25,780	\$23,404	\$22,929
Center Line Department of Public Safety	\$0	\$0	\$0	\$0	\$4,368
Central Michigan University	\$5,790	\$6,705	\$7,366	\$7,801	\$7,643
Chelsea Police Department	\$4,825	\$5,587	\$6,138	\$4,458	\$4,368
Chesterfield Twp. Police Department	\$6,755	\$7,822	\$5,145	\$7,801	\$0
Chippewa County Central Dispatch	\$13,511	\$14,527	\$17,186	\$14,488	\$14,194
Clare County Central Dispatch	\$9,650	\$12,292	\$12,277	\$11,145	\$10,919
Clay Township Police Department	\$3,860	\$5,587	\$6,138	\$5,573	\$5,460
Clinton County Central Dispatch	\$14,476	\$16,762	\$18,414	\$16,716	\$15,286
Crawford Emergency Central Dispatch	\$6,755	\$7,822	\$4,502	\$0	\$0
Dearborn Police Department	\$0	\$20,114	\$22,097	\$20,060	\$17,470
Dearborn Heights Police Department	\$13,511	\$0	\$0	\$0	\$0
Delta County Central Dispatch	\$7,720	\$10,057	\$11,048	\$10,031	\$9,827
Detroit Police Department	\$113,875	\$0	\$0	\$0	\$0
Dickinson County Central Dispatch	\$8,685	\$10,057	\$11,048	\$11,145	\$10,919
Downriver Central Dispatch (Wyandotte)	\$6,755	\$12,292	\$14,732	\$13,374	\$0
Eastern Michigan University DPS	\$7,720	\$10,057	\$11,048	\$10,031	\$9,827

NAME	2011	2012	2013	2014	2015
Eaton County Central Dispatch	\$22,196	\$24,584	\$28,236	\$24,518	\$24,021
Ecorse Police Department	\$0	\$0	\$0	\$0	\$0
Farmington Hills Police Department	\$16,406	\$17,879	\$0	\$0	\$0
Fenton Police Department	\$4,825	\$5,587	\$6,138	\$4,458	\$5,460
Ferndale Police Department	\$4,825	\$4,470	\$7,366	\$5,573	\$0
Flat Rock Police Department	\$0	\$0	\$0	\$0	\$0
Flint 911	\$22,196	\$26,819	\$30,691	\$27,862	\$0
Fraser Department of Public Safety	\$0	\$0	\$0	\$0	\$6,551
Genesee County 911 Authority	\$32,812	\$41,346	\$45,422	\$45,693	\$42,583
Gilbralter Police Department	\$0	\$0	\$0	\$0	\$4,368
Gladwin County Central Dispatch	\$10,616	\$12,292	\$13,504	\$12,259	\$10,919
Grand Rapids Police Department	\$43,427	\$52,520	\$61,381	\$49,036	\$49,135
Grand Traverse County Central Dispatch	\$18,336	\$22,349	\$12,220	\$21,174	\$19,654
Gratiot County Central Dispatch	\$0	\$0	\$0	\$10,031	\$10,919
Grosse Ile Township Police Department	\$4,825	\$5,587	\$0	\$5,573	\$0
Grosse Pointe Farms DPS	\$0	\$0	\$0	\$0	\$6,551
Grosse Pointe Park DPS	\$3,860	\$0	\$0	\$4,458	\$0
Grosse Pointe Woods DPS	\$4,825	\$0	\$6,138	\$5,573	\$5,460
Hamtramck Police Department	\$0	\$0	\$643	\$2,229	\$0
Harper Woods Police Department	\$2,895	\$0	\$0	\$0	\$0
Hazel Park Police Department	\$2,895	\$3,352	\$0	\$0	\$0
Hillsdale County Central Dispatch	\$12,546	\$14,527	\$17,186	\$15,602	\$16,378
Huron County Central Dispatch	\$10,616	\$0	\$13,504	\$12,259	\$13,103
Huron Township Police Department	\$5,790	\$6,705	\$0	\$0	\$0
Ingham County 911 Central Dispatch Ctr.	\$0	\$0	\$68,747	\$65,753	\$62,238
Ionia County Central Dispatch	\$13,511	\$14,527	\$15,959	\$14,488	\$14,194
Iosco County Central Dispatch	\$9,650	\$12,292	\$13,504	\$12,259	\$12,011
Iron County Central Dispatch	\$10,616	\$13,409	\$0	\$0	\$5,397
Isabella County Central Dispatch	\$12,546	\$14,527	\$14,732	\$14,488	\$14,194
Jackson County Central Dispatch	\$18,336	\$21,232	\$0	\$0	\$0
Kalamazoo City DPS	\$20,266	\$22,349	\$24,552	\$21,174	\$19,654
Kalamazoo County Sheriff's Office	\$0	\$4,470	\$0	\$0	\$6,551
Kalamazoo Township Police Department	\$4,825	\$0	\$6,138	\$5,573	\$5,460
Kalkaska County Central Dispatch	\$7,720	\$7,822	\$8,593	\$6,687	\$7,643
Kent County Sheriff Department	\$36,672	\$51,403	\$54,015	\$53,494	\$51,318
Lake County Central Dispatch	\$12,546	\$12,292	\$14,732	\$12,259	\$13,103
Lapeer County Central Dispatch	\$17,371	\$20,114	\$22,097	\$20,060	\$19,654
Leelanau County 911	\$10,616	\$12,292	\$12,277	\$11,145	\$12,011
Lenawee County Sheriff's Office	\$18,336	\$20,114	\$22,097	\$20,060	\$19,654

NAME	2011	2012	2013	2014	2015
Livingston County Central Dispatch	\$22,196	\$24,584	\$28,236	\$30,090	\$32,756
Livonia Police Department	\$0	\$0	\$0	\$0	\$13,103
Macomb County Sheriff's Department	\$23,161	\$26,819	\$29,463	\$32,320	\$40,400
Madison Heights Police Department	\$0	\$0	\$0	\$8,916	\$8,735
Manistee County Central Dispatch	\$0	\$0	\$0	\$0	\$0
Marquette County Central Dispatch	\$10,616	\$12,292	\$13,504	\$12,259	\$14,194
Mason-Oceana 911	\$13,511	\$15,644	\$18,414	\$17,831	\$17,470
Meceola Consolidated Central Dispatch	\$14,476	\$17,879	\$19,642	\$17,831	\$17,470
Melvindale Police Department	\$0	\$0	\$0	\$0	\$0
Menominee County Central Dispatch	\$9,650	\$11,174	\$0	\$11,145	\$10,919
Michigan State Police	\$60,797	\$63,695	\$71,202	\$60,180	\$64,421
Midland County Central Dispatch	\$16,406	\$17,879	\$20,870	\$20,060	\$19,654
Milan Police Department	\$0	\$4,470	\$4,911	\$4,458	\$5,460
Milford Village Police Department	\$0	\$0	\$0	\$4,458	\$5,460
Missaukee County Sheriff's Department	\$4,825	\$0	\$7,366	\$6,687	\$5,460
Monroe County Central Dispatch	\$20,266	\$23,466	\$24,552	\$23,404	\$22,929
Montcalm County Central Dispatch	\$17,371	\$20,114	\$22,097	\$20,060	\$18,562
Montmorency County Sheriff's Department	\$4,825	\$5,587	\$6,138	\$0	\$0
Muskegon County Central Dispatch	\$25,091	\$29,054	\$33,145	\$32,320	\$33,849
Newaygo County Central Dispatch	\$10,616	\$12,292	\$13,504	\$11,145	\$12,011
Northville Twp. Department of Public Safety	\$0	\$0	\$0	\$0	\$10,919
Niles Police Department	\$5,790	\$6,705	\$0	\$0	\$0
Novi Police Department	\$13,511	\$14,527	\$14,732	\$13,374	\$12,011
Oak Park Department of Public Safety	\$5,790	\$0	\$7,366	\$5,573	\$5,460
Oakland County Sheriff Department	\$44,392	\$56,990	\$67,519	\$62,410	\$64,421
Ogemaw County Central Dispatch	\$9,650	\$11,174	\$13,504	\$11,145	\$9,827
Oscoda County Sheriff's Department	\$0	\$0	\$0	\$0	\$0
Otsego County 911 Dispatch	\$0	\$0	\$8,593	\$0	\$0
Ottawa County Central Dispatch	\$33,777	\$39,111	\$41,739	\$36,778	\$38,216
Oxford Police Department	\$4,825	\$5,587	\$6,138	\$5,573	\$5,460
Pittsfield Twp. Department of Public Safety	\$8,685	\$8,940	\$11,048	\$8,916	\$7,643
Plymouth Community Communications Ctr.	\$0	\$0	\$0	\$0	\$12,011
Portage Department of Public Safety	\$0	\$12,292	\$13,504	\$11,145	\$12,011
Presque Isle Central Dispatch	\$3,860	\$4,470	\$4,911	\$0	\$0
Redford Twp. Police Department	\$5,790	\$6,705	\$7,366	\$6,687	\$7,643
Richmond Police Department	\$4,825	\$5,587	\$6,138	\$5,573	\$5,460
River Rouge Police Department	\$0	\$0	\$0	\$0	\$0
Rochester Police Department	\$3,860	\$0	\$4,911	\$5,573	\$4,368

NAME	2011	2012	2013	2014	2015
Rockwood Police Department	\$3,860	\$4,470	\$4,911	\$4,458	\$0
Romeo Police Department	\$4,825	\$4,470	\$4,911	\$4,458	\$4,368
Romulus Police Department	\$7,720	\$0	\$0	\$0	\$0
Roscommon County Central Dispatch	\$11,581	\$13,409	\$13,504	\$13,374	\$13,103
Royal Oak Police Department	\$8,685	\$10,057	\$9,821	\$10,031	\$12,011
Saginaw County Central Dispatch	\$37,637	\$43,581	\$44,195	\$42,349	\$40,400
Saline Police Department	\$3,860	\$4,470	\$4,911	\$10,031	\$4,368
Sanilac County Central Dispatch	\$9,650	\$10,057	\$11,048	\$0	\$9,827
SERESA	\$14,476	\$24,584	\$28,236	\$25,632	\$25,113
Shelby Township Police Department	\$10,616	\$0	\$13,504	\$11,145	\$10,919
Shiawassee County Central Dispatch	\$9,650	\$12,292	\$14,732	\$13,374	\$13,103
South Downriver Communications Center	\$3,860	\$4,470	\$4,911	\$6,687	\$9,827
Southfield Public Safety	\$19,301	\$21,232	\$20,870	\$18,946	\$19,654
St. Clair County Central Dispatch	\$22,196	\$21,232	\$23,325	\$21,174	\$20,746
St. Joseph County Central Dispatch	\$16,406	\$17,879	\$0	\$18,946	\$16,378
Sterling Heights Police Department	\$20,266	\$23,466	\$24,552	\$21,174	\$0
Taylor Police Department	\$0	\$0	\$0	\$17,831	\$16,378
Troy Police Department	\$19,301	\$22,349	\$23,325	\$21,174	\$24,021
Tuscola County Central Dispatch	\$11,581	\$13,409	\$15,959	\$13,374	\$12,011
University of Michigan Police Department	\$10,616	\$13,409	\$13,504	\$12,259	\$12,011
Utica Police Department	\$0	\$0	\$0	\$5,573	\$5,460
Van Buren County Central Dispatch	\$12,546	\$14,527	\$17,186	\$15,602	\$14,194
Van Buren Township DPS	\$9,650	\$11,174	\$0	\$0	\$0
Warren Police Department	\$0	\$0	\$0	\$0	\$24,021
Washtenaw County Metro Dispatch	\$0	\$0	\$35,601	\$36,778	\$34,940
Waterford Township Police Department	\$14,476	\$13,409	\$15,959	\$13,374	\$10,919
Wayne County Airport Authority	\$4,825	\$0	\$0	\$0	\$9,827
West Bloomfield Police Department	\$13,511	\$12,292	\$14,732	\$13,374	\$14,194
Western Michigan University Police Dept.	\$3,860	\$4,470	\$0	\$0	\$4,368
Westland Police Department	\$0	\$0	\$22,273	\$23,404	\$22,929
Wexford County Central Dispatch	\$8,685	\$10,057	\$11,048	\$0	\$9,827
White Lake Township Police Department	\$5,790	\$6,705	\$3,859	\$6,687	\$6,551
Woodhaven Police Department	\$0	\$0	\$0	\$0	

Allowable/Disallowable Usage of 911 Surcharge Funds

ALLOWABLE 911 SURCHARGE FUNDS 911 SURCHARGE EXPENDITURES

Personnel Costs directly attributable to the delivery of 911 service (i.e. directors, supervisors, dispatchers, call-takers, technical staff, support staff):

Salaries	MSAG Coordination
Uniforms	Addressing/Database
Fringe Benefits	EAP

Note: If 911 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 911 functions should be allowable.

Facility Costs of the dispatch center directly attributable to the delivery of 911 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 911 functions should be allowable.

Training and Memberships directly related to 911 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 911 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 911 allowable staff.

Facility Costs of law enforcement, fire, EMS, emergency management, or other municipal facilities, except for that portion housing the 911 center or backup center, or leased to the 911 center for allowable training or meeting facilities.

Capital costs and furnishing for facilities for which the primary purpose is other than 911 (i.e. a conference room used primarily for the City Council but occasionally leased/loaned to the 911 center for meetings.)

Training for staff not involved directly in the delivery of 911 service, or for any staff for courses not directly attributable to 911 or dispatching services.

Memberships for staff not involved directly in the delivery of 911 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 911 SURCHARGE FUNDS
911 SURCHARGE EXPENDITURES**

Hardware, software, connectivity, and peripherals directly attributable to the delivery of 911 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 911 service:

Travel for meetings, training, conferences
Travel for MSAG verification and testing
Travel for 911 public education purposes

Professional Services

Attorneys Consultants Insurance
Architects Auditor

Public Information/Education Expenses directly attributable to the delivery of 911 service.

**DISALLOWED 911 SURCHARGE FUNDS
911 SURCHARGE EXPENDITURES**

Hardware, software, connectivity and peripherals not attributable to the delivery of 911 service:

- Law Enforcement Record Management Systems
- Fire Records Management Systems
- EMS Records Management Systems
- Jail Records Management Systems
- LEIN costs for non-911 functions (e.g., records unit)
- Word processing, databases, etc. not directly attributable to 911 service
- GIS not directly related to the delivery of 911 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 911 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 911 service.

Public Information not directly attributable to the delivery of 911 service.

Miscellaneous:

Road signs/Addressing Implements

**Emergency Telephone Service Committee
6/21/2005**

**State 911 Committee revised
6/23/2009**

Appendix N
Glossary of Terms

911 A three-digit telephone number to facilitate the reporting of an emergency requiring response by a public safety agency.

911 Network - Literally, the dedicated circuits and switching components used to transport voice from the originating central office, PBX, or other equivalent point to the 911 controller unit at the PSAP.

911 Service - The delivery of 911 dialed calls from the originating switch to the PSAP call taker, with associated delivery of ANI and ALI data.

911 System - The set of network, database and CPE components required to provide 911 service.

AR Alternate Routing

A standard feature provided to allow E911 calls to be routed to a designated alternate location if **(1)** all E911 exchange lines to the primary PSAP are busy, or **(2)** the primary PSAP is closed down for a period of time (night service).

Analog

As applied to 911, 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.

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.

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.

Basic 911

An emergency telephone system, which automatically connects 911 callers to a designated answering point. Call routing is determined by originating central office only. Basic 911 may or may not support ANI and/or ALI.

CAS Call Associated Signaling

Allows for the device position or location information to be delivered to the emergency services network in the call signaling as part of the call set-up information. With CAS, the originating network pushes the position information to an Emergency Services Network Entity (ESNE).

CBN **Callback Number**

The VoIP subscriber's telephone number.

CTIA **Cellular Telecommunications and Internet Association**

The Cellular Telecommunications and Internet Association is the international organization that represents all elements of wireless communication such as cellular, personal communication services, enhanced specialized mobile radio, and mobile satellite services serving the interests of service providers, manufacturers, and others.

CO **Central Office**

The Local Exchange Carrier facility where access lines are connected to switching equipment for connection to the Public Switched Telephone Network.

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, firefighting, emergency medical service, and other emergency service agencies within the geographical area of a 911 service district or serves 75% or more of the population within a 911 service district.

CRN **Contingency Routing Number**

A 10-digit, 24x7 PSAP emergency telephone number used for fallback routing if a call cannot be routed through the selective router to the PSAP.

CPE **Customer Premise Equipment**

Communications or terminal equipment located at a subscriber's premises and connected with a carrier's telecommunication channel at the demarcation point.

Database

An organized collection of information, typically stored in computer systems, comprised of fields, records (data) and indexes. In 911, 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 911 calls.

- DR Default Routing**
The capability to route a 911 call to a designated (default) PSAP when the incoming 911 call cannot be selectively routed due to an ANI failure or other cause.
- ECRF Emergency Call Routing Function**
A functional element in an ESInet which is a LoST protocol server where location information (either civic address or geo-coordinates) and a Service URN serve as input to a mapping function that returns a URI used to route an emergency call toward the appropriate PSAP for the caller's location or towards a responder agency.
- EMS Emergency Medical Service**
The emergency medical response group established under the Emergency Medical Systems Act of 1972.
- ENP Emergency Number Professional**
A certification program for telecommunicators to encourage professional growth, promote a standard of competence, ensure an awareness of current issues in the 911 field and provide formal recognition of individuals for professional achievement.
- ESN Emergency Service Number**
A number defining the primary PSAP and up to five secondary PSAPs serving a particular telephone number. It is used in conjunction with the selective routing feature of E911 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.
- ESGW Emergency Services Gateway**
A component, residing in the VoIP service provider's network, responsible for integrating the SIP network with the emergency services network and routing 911 calls to the appropriate selective router, based on the ESRN/ESQK it receives from the regional call server on the 911 call server.
- ESInet Emergency Services Internet Protocol Network**
An ESInet is a managed IP network that is used for emergency services communications, and which can be shared by all public safety agencies. It provides the IP transport infrastructure upon which independent application platforms and core functional processes can be deployed, including, but not restricted to, those necessary for providing NG911 services. ESInets may be constructed from a mix of dedicated and shared facilities. ESInets may be interconnected at local, regional, state, federal, national and international levels to form an IP-based inter-network (network of networks).
- 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 E911 networks.

ESRN Emergency Services Routing Number

A 10-digit number that specifies the selective router to be used to route a call.

Emergency Telephone Charge

Emergency telephone operation charge and emergency telephone technical charge.

Emergency Telephone District

The area in which 911 service is provided or is planned to be provided to service users under a 911 system implemented under this act. Also referred to as "911 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 one 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.

Emergency Telephone Technical Charge

A charge for the network start-up costs, customer notification costs, billing costs including an allowance for uncollectable technical and operation charges, and network nonrecurring and recurring installation, maintenance, service, and equipment charges of a service supplier providing 911 service under this act.

E911 Enhanced 911

An emergency telephone system which includes network switching, database and CPE elements capable of providing Selective Routing, Selective Transfer, Fixed Transfer, ANI, and ALI.

Final 911 Service Plan A tentative 911 service plan that has been modified only to reflect necessary changes resulting from any exclusions of public agencies from the 911 service district of the tentative 911 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 that is dispatched to handle 911 calls and deliver emergency services.

GIS Geographical Informational System

A computer software system that enables one to visualize geographic aspects of a body of data. It contains the ability to translate implicit geographic data (such as street address) into an explicit map location. It has the ability to query and analyze data in order to receive the results in the form of a map. It also can be used to graphically display coordinates on a map i.e. Latitude/Longitude from a wireless 911 call.

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 E911 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 E911 Solution

Also referred to as Long Term, Next Generation 911. This enables end to end IP based E911 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.

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.

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.

LAN Local Area Network

A transmission network encompassing a limited area, such as a single building or several buildings in close proximity.

LEC Local Exchange Carrier

A Telecommunications Carrier (TC) under the state/local Public Utilities Act that provide local exchange telecommunications services. Also known as Incumbent Local Exchange Carriers (ILECs), Alternate Local Exchange Carriers (ALECs), Competitive Local Exchange Carriers (CLECs), Competitive Access Providers (CAPs), and Local Service Providers (LSPs)

LIS Location Information Server

A Location Information Server (LIS) is a functional entity that provides locations of endpoints. A LIS can provide Location-by-Reference, or Location-by-Value, and, if the latter, in geo or civic forms. A LIS can be queried by an endpoint for its own location, or by another entity for the location of an endpoint. In either case, the LIS receives a unique identifier that represents the endpoint, for example an IP address, circuit-ID or MAC address, and returns the location (value or reference) associated with that identifier. The LIS is also the entity that provides the dereferencing service, exchanging a location reference for a location value.

LNP Local Number Portability

A process by which a telephone number may be reassigned from one Local Exchange Carrier to another.

LoST Location to Service Translation

A protocol that takes location information and a Service URN and returns a URI. Used generally for location-based call routing. In NG911, used as the protocol for the ECRF and LVF.

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.

MCDA Michigan Communication Directors Association

An organization for Public Safety Managers and Directors to support the development and management of their Public Safety Communications Centers.

Mobile Subscriber

A subscriber who uses a wireless device that can be in motion during the call. Wireless Fidelity (Wi-Fi) 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.

MLTS Multi-Line Telephone System

A system comprised of common control unit(s), telephone sets, control hardware and software, and adjunct systems used to support the capabilities outlined herein. This includes network and premises based systems. E.g., Centrex, VoIP, as well as PBX, Hybrid, and Key Telephone Systems (as classified by the FCC under Part 68 Requirements) and includes systems owned or leased by governmental agencies and non-profit entities, as well as for-profit businesses.

NASNA National Association of State 911 Administrators

The National Association of State 911 Administrators is a not-for-profit corporation of full time state 911 coordinators whose primary responsibility is to administer 911 programs in their respective states. NASNA members review public policy issues, federal regulations, technology issues and funding mechanisms that impact 911 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 911 systems.

NOC Network Operations Center

A location from which the operation of a network or internet is monitored. Additionally, this center usually serves as a clearinghouse for connectivity problems and efforts to resolve those problems.

NG911 Next Generation 911

NG911 is an IP-based system comprised of managed IP-based networks (ESInets), functional elements (applications), and databases that replicate traditional E911 features and functions, and provide additional capabilities. NG911 is designed to provide access to emergency services from all connected communications sources, and provide multimedia data capabilities for PSAPs and other emergency service organizations.

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.

NCAS Non Call Associated Signaling

A method for delivery of wireless 911 calls in which the Mobile Directory Number and other call associated data are passed from the Mobile Switching Center to the PSAP outside the voice path.

Phase I Wireless E911 Service

Dispatch center receives call back number of the wireless phone used to dial 911 and the location of the cell site used to handle the call.

Phase II Wireless E911 Service

Dispatch center receives specific location information of the wireless caller dialing 911, within parameters set by the Federal Communications Commission.

Primary PSAP

A PSAP to which 911 calls are routed directly from the 911 Control Office. (See PSAP below.)

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.

Public Safety Agency

An entity that provides firefighting, law enforcement, emergency medical, or other emergency service.

PSAP Public Safety Answering Point

A facility equipped and staffed to receive 911 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 911 calls by the transfer method only and generally serves as a centralized location for a particular type of emergency call.

Selective Router

The node in the emergency services network that performs enhances call routing for 911 calls. Usually operated by the LEC.

SR Selective Routing

The routing of a 911 call to the proper PSAP based upon the location of the caller.

Service Provider

An entity providing one or more of the following 911 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 911 system.

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.

SS7/ Signaling System 7 (SS7)/Common Channel Signaling (CCS7)

CCS7 An inter-office signaling **CCS7** 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.)

SNC State 911 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.

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.

Switch

Telephone company facility where subscriber lines or inter-switch trunks are joined to switching equipment for connecting subscribers to each other, locally, or long distance.

(911) System Service Provider

The entity that manages, maintains and provides various 911 elements such as ALI database, MSAG to Public Safety Answering Points. This function is often performed by the LEC.

Tariff

The rate approved by the Public Service Commission for 911 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 911, 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 911 Service Plan

A plan prepared by 1 or more counties for implementing a 911 system in a specified 911 service district.

TCC Text Control Centers

Nationally, the wireless carriers and their vendors are establishing a small network of TCC's to interface between carrier-originated wireless 911 text users and the PSAP environment.

Transfer Method

A PSAP transfers the 911 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 911 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 "911." Also referred to as "911 Service."

Universal Emergency Number Service System

A system for providing 911 service under P.A. 80 of 1999. Also referred to as "911 System."

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.

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.

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.

WAN Wide Area Network

A network that covers a broad area (i.e., any telecommunications network that links across metropolitan, regional, or national boundaries) using private or public network transports.

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 911 call with callback number and identification of the cell-sector from which the call originated. Call routing is determined by cell-sector.

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 911 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.

For a more detailed listing of glossary terms, please see the website for the National Emergency Number Association at <http://www.nena.org/?page=Glossary>