

2017

Annual Report to the Michigan Legislature

State 911 Committee

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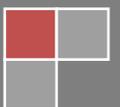


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RICK SNYDER
GOVERNOR

State of Michigan
STATE 911 COMMITTEE
LANSING

MR. JEFF TROYER
CHAIR

Dear Michigan Legislators:

As the 2017 Chair of the State 911 Committee (SNC), I am pleased to present the State 911 Committee's 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 it's also our goal to provide additional information that is useful to you and the citizens of Michigan.

In addition to the Annual Report to the Legislature, the State 911 Committee also has statutory duties and responsibilities regarding 911 funding and best practices for 911 systems in Michigan. To meet the growing demands of changing communications technology, the 911 system must also change. The network that processes over 6 million 911 calls annually in the State of Michigan needs to migrate from analog to digital, also known as Next Generation (NG) 911. As we've set out in recent Annual Reports, the current funding system cannot accomplish this. In its 2016 Annual Report to Legislature, the SNC made recommendations to the Legislature to move Michigan to NG911. Those recommendations included the first change in 911 funding in almost decade as well as several policy changes to ensure the entire State of Michigan can move to NG911.

In response to those recommendations, Senate Bill 400 was introduced by Senator Jones on May 23, 2017, and House Bill 4651 was introduced by Representatives Sheppard and Inman on May 24, 2017. The SNC encourages your support for passage of the legislation within this calendar year. The SNC and members of the Michigan 911 community stand ready to answer questions that you may have about NG911 and SB 400 and HB 4651.

The Multi-Line Telephone Systems (MLTS) requirements deadline for compliance for MLTS was moved from December 31, 2016, to December 31, 2019, by P.A. 244 of 2016. In response to the modification, the State 911 Committee issued a MLTS Frequently Asked Questions document on June 14, 2017 (See Appendix G). However, recently introduced Senate Bill 314 proposes to repeal the 911 multi-line telephone systems requirements. The SNC believes eliminating 911 MLTS requirements would put citizens at risk and opposes the legislation. A letter issued by the SNC opposing the Senate Bill 314 was sent to all Michigan legislators on June 16, 2017 (See Appendix H).

In addition to the legislative activity above, there have been several noteworthy milestones reached since the SNC's 2016 Annual Report to the Legislature. While they are detailed further in other sections throughout this report, the most recent is the update of the State 911 Plan which was approved at the June 14, 2017 meeting of the SNC and the accomplishment of reaching over 63% of Michigan's population with text-to-911 service.

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. I would like to take this opportunity to thank you, our elected leaders, for your continuing support of Michigan 911.

Sincerely,

Mr. Jeff Troyer, Chair
State 911 Committee

Association of Public Safety Communications Officials • Commercial Mobile Radio Service • Department of Licensing and Regulatory Affairs
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. Thirty-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 2016. *(A detailed list of responses can be found in Appendix I.)*

The reported annual allowable expenses from 911 surcharge funds by the PSAPs and counties combined was \$97,411,671.26 (Manistee and Schoolcraft County did not report).

Overall, counties reported receiving \$70,371,705.16 in local 911 surcharge funding during 2016. Other funding sources reported included \$94,936,536.21 in general funds, and \$33,575,726.25 from 911 dedicated millage generated funding. Treasury reported distributing \$28,532,349.65 to counties in State 911 Funds during January through December 2016. *(See Appendix J)*

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 2016 were \$6,930,217.36.

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 \$1,647,444.72 for calendar year 2016. This is a decrease of \$131,394 from the \$1,778,838.72 reimbursed in 2015. The 2016 payments do not reflect the multiple invoices from PFN for services rendered in 2016 that were not remitted in time for payment in 2016.

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 changes in both the state 911 charge amount and the distribution levels. Those recommendations require action by the Legislature were introduced in the Michigan Legislature in May of 2017. Details on House Bill 4651 and Senate Bill 400, which reflect the SNC's framework, are outlined in Appendices A, B, and C.

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 2016.

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 \$94,939,145.79 (Manistee and Schoolcraft County did not report). A detailed record is set forth in Appendix I and the 911 surcharges for each county are contained in Appendix K.

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, industry, and state services. (See *Appendix L*.) 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 June 7, 2017, there are 141 PSAPs in Michigan, operating at various levels:

- Cities/Municipalities: 66
- County: 63
- Multi-county: 5
- State: 3
- Universities: 4

In 2016, Michigan PSAPs reported answering 6,387,220 calls on 911 lines from wireline, wireless, and VoIP combined. (*95% of PSAPs reported call volumes)

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

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 \$238,817,518.72 for PSAPs approximately included:

- State 911 Fee Distribution Received: \$24,567,440.63 (10%)
- Local 911 Fee Received: \$69,644,134.83 (29%)
- Millage Receipts: \$33,575,726.25 (14%)
- General Fund Monies: \$94,936,536.21 (40%)
- Other Receipts: \$16,093,680.80 (7%)

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 2016 were \$6,930,217.36.

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 \$1,647,444.72 for calendar year 2016. This is a decrease of \$131,394 from the \$1,778,838.72 reimbursed in 2015.

Department of State Police

In accordance with MCL484.1714, the Michigan State Police (MSP) provides staff assistance to the State 911 Committee (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 Michigan State Police (MSP) Negaunee Regional Communication Center (NRCC) serves as the primary Public Safety Answering Point (PSAP) and provides full dispatching services for the counties of Keweenaw, Houghton, Baraga, Ontonagon, and Schoolcraft.

From January 1 through December 31, 2016,
the NRCC answered 19,360
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, 2016,
the DRCC answered 153,537
calls on 911 .

Michigan State Police Northern Lower Peninsula

Effective January 2014, the MSP Gaylord Regional Communication Center (GRCC) became the primary PSAP providing full dispatching services for Otsego County.

From January 1 through December 31, 2016,
the GRCC answered 14,359
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, 2016, through December 31, 2016, total \$28.6 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 MCL 484.1408(4)(b). Revenues are based on 7.75% of the money deposited in the Emergency 911 Fund. As of December 31, 2016, a balance of \$5.4 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 30th training fund payment of \$868,869 was made in December of 2016 and was distributed to 122 PSAPs. The next payment will occur in the spring of 2017.

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

(Report as of June 2017)

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

Next Generation 911

What is Next Generation 911?

Next Generation 911 -- known as NG911 in the public safety community -- is the future framework for 911 call delivery, an opportunity to upgrade the ability for people in distress to use modern technology and send data such as text messages and photos to help first responders more quickly locate people in need.

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 it was designed for analog, voice-based landline calls.
- Communications 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. Public safety also needs to 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 also limited in its ability to transfer calls from jurisdiction to jurisdiction, and to accommodate the advancing technologies and applications that are commonly used by people to receive information and communicate with one another. Which, in a very mobile society, is becoming increasingly important.
- 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, which could provide more information to first responders helping people in distress – would be possible only in a fully deployed 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 responders.
- NG911 provides more opportunities for sharing data and for different systems and software applications to communicate, exchange data, and use information that has been exchanged.
- The upgrade also would mean increased network reliability and flexibility, such as:
 - Increased network reliability with improved network response times and redundant network infrastructure.
 - 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.
 - 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, 23 Michigan counties had deployed text-to-911 services. At the time of this report, there are 33 counties, plus the Conference of Western Wayne, providing text-to-911 services to their citizens. There are also 25 more counties actively working to implement text-to-911 (See Appendix F).

At present, more than 63% of Michigan's population is served by text-to-911 services.

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 June of 2016, SB 878 was passed to extend the deadline to December 31, 2019, to meet the need for more time that many MLTS operators believe they need to meet the requirements of the rule.

At the June 2017 meeting, the State 911 Committee approved a Frequently Asked Questions document pertaining to the Multi-Line Telephone System Rules and it is posted to the website (See Appendix G).

Also, at its June 2017 meeting, the State 911 Committee issued a letter of vigorous opposition to Senate Bill 314, which was introduced on April 25, 2017. Senate Bill 314 would rescind and eliminate all the requirements, rules, and deadlines that were established for Multi-Line Telephone Systems. That letter has been sent to the Michigan Legislature and included in this report as Appendix H.

Next Generation 911:

In 2016, the SNC reported several independent local projects being developed throughout the state to create regions for IP-based NG911 systems. By June 1, 2017, 30 counties have deployed the IP-based 911 network provided by Peninsula Fiber Network (PFN) with four more counties under agreement with PFN to deploy IP-911 in the next 6-12 months. There are also 27 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 E).

In 2016, ten Michigan Counties contracted with an IP-based network provider to replace their analog 911 network with an IP-based 911 network.

State 911 Plan:

The State 911 Committee's Emerging Technology Subcommittee revised the State 911 Plan and it was approved at the June 2017 State 911 Committee meeting (See Appendix D).

Certification Subcommittee Report

The Certification Subcommittee met on the following dates in 2016: February 16, May 12, and September 30. Mr. Richard Feole, Director at Calhoun County, serves as chair of the Certification Subcommittee.

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

- 911 compliance reviews of counties/Public Safety Answering Points (PSAPs).
- Recommending the criteria established by the SNC as allowable expenditures. (*See Appendix Q 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 2016:

1. Saginaw County: This *random* review was selected in December of 2014 and the final report was approved by the SNC in June 2016.
2. Iron County: This *random* review was selected in August 2015 and the final report was approved by the SNC in June 2016.
3. Gogebic County: This *random* review was issued in conjunction with the selection of Iron County and the final report was approved by the SNC in June 2016.
4. Alcona County: This *random* review was selected in August 2015 and the final report was approved by the SNC in March 2016.
5. Genesee County: This *random* review was selected in February 2016 and the final report was approved by the SNC in December 2016.
6. Monroe County: This *random* review was selected in May 2016 and remained in the draft process through 2016.

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

The Dispatcher Training Subcommittee (DTS) held five meetings in 2016 on the following dates: February 11, February 25, May 24, August 11, and November 9.

On February 11, 2016, the DTS reviewed 132 applications, received from Michigan Public Safety Answering Points (PSAPs), for Dispatcher Training funds. Three appeals were heard on February 25 and all were granted by the subcommittee. Of the 132 applications, 122 PSAPs were approved for training funds equating to a total of 1,876 Full Time Equivalents (FTE's). Ten PSAP applications were denied because they failed to spend down their previous years' funds, or had incomplete application packets.

The first distribution of 2016 Dispatcher Training Funds was distributed on June 1, at a rate of \$460.29 per FTE; total distribution of \$863,502.

At the May 24, 2016, DTS meeting, the following issues were discussed:

- The Allowable/Disallowable Usage of Funds for Training list was revised by the DTS and presented to the State 911 Committee (SNC) at the June meeting for final approval.
- The Development of a Policy for Online Training Courses was discussed and a draft will be put together for future review.

The DTS discussed the following items at the August 11 meeting:

- The Development of a Policy for Online Training Courses was discussed further.
- Two appeals to denials from the DTS Training Course Approval review team were heard by the full subcommittee. Priority Dispatch appealed the denial of an additional instructor for an approved training course. Public Safety Group appealed the denial of a Module II (e) endorsement of an approved training course. Both denials were reversed by the full subcommittee.
- Adjustments to the FTE Count for the November Training Fund Distribution were reviewed and approved (Removal of Auburn Hills PD and one additional FTE for Oakland County Sheriff – hired from Auburn Hills) in accordance with the policy on combining/consolidating PSAPs with regard to Training Funds.
- The revised FTE count of 1,866 FTE's for the second distribution of training funds was presented and approved at the September SNC meeting.

At the November 9 meeting, discussion involved:

- A new form and policy were developed for the review and approval of Online Training Courses. The DTS approved the new DTS-35 form and policy and presented it to the SNC at the December meeting for final approval.
- The 2017 Dispatcher Training Fund Application Forms were reviewed and approved to be presented to the SNC. The SNC approved the Application Forms at its December meeting.
- The 2017 Meeting Schedule was discussed and approved.

The second distribution of Dispatcher Training Funds was distributed on December 12 at a rate of \$465.63 per FTE; total distribution of \$868,869.

During 2016, the DTS Course Review Team considered 154 requests from various Training Service Providers. Of those requests, 151 were approved or renewed and 3 were denied.

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

State 911 Committee Legislative Proposal for Michigan 911

NG911/IP-based 911: In the same manner that we've moved from tube televisions to flat screens and from eight-track tapes to digital downloads, the current 911 system needs to move forward too. The system is decades old. In fact, Michigan's 911 statute was originally enacted in 1986. Communications have progressed away from copper-wire wall-mounted phones. Technology, devices, expanded capabilities, and the public's expectations of 911's ability to keep pace with technical advancements have grown exponentially since the Federal Communications Commission (FCC) issued its order to the wireless industry to deliver the 911 call-back number 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 ways we all 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. This means that a set of standards established by an 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 six-county Great Lakes Bay Consortium (GLBC) regional IP-911 system which covers Michigan's Iosco/Midland/Bay Counties and the tri-county thumb area, are emerging throughout the state.

Michigan's NG911 Status: At present, there are 30 counties contracting with the IP-based 911 provider Peninsula Fiber Network (PFN). There are 32 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.

PFN, the current provider of IP-911 services to Michigan PSAPs, has received approval under MPSC Docket U-14000 to submit invoices to the state wireless 911 fund created under MCL 484.1408 (4)(b) for its delivery of wireless 911 calls, which it estimates as approximately 85% of its call volume. The U-14000 fund currently has a \$4 million fund balance. 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; and the progress of NG911 in Michigan will be stymied. In advance of this occurring, the State 911 Committee made legislative recommendations to the Michigan legislature in August of 2016. The progress of those recommendations are noted in the section below and the pages that follow in this report.

SNC Legislative Recommendations: In May 2017, legislation in the form of SB 400 and HB 4651 were introduced. The bills, which contain the framework of the SNC's June 2016 recommendations, will pay for the transitional costs of NG911 for the next three years. The bills, in their present form, will also address a number of issues and needs as identified by the SNC (and outlined in this appendix). Legislative hearings and a decision on SB 400 and HB 4651 are expected in the fall of 2017.

The majority of the SNC believes the funding and the legislative changes needed to move Michigan forward with NG911 should occur sooner rather than later to secure the growth of Michigan's 911 system in a comprehensive and cohesive manner.

Key changes included in the legislative framework based on the State 911 Committee's (SNC) recommendations:

- 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) Increase the State 911 fee from \$0.19 to \$0.25.
- 3) Adjust the amount collected by retailers from 1.92% to 4.19%. This keeps prepaid contributions equitable with the changing State 911 fee and reflects the change in **average revenue per unit (ARPU)** from the \$50 ARPU that was used in 2006 to the current ARPU of \$26.94 in 2015. The 4.19% is calculated using the current weighted average of $\$0.88 + \$0.25 = \$1.13 / \$26.94 = 4.19\%$.
- 4) Increase the county board of commissioner levy from \$0.42 to \$0.55. The maximum amount a county board of commissioners can levy without having to go to a ballot has remained at \$0.42 since 2008.
- 5) Allow for change in a 911 service provider to a county's 911 plan by a board resolution. This allows a county to modify its 911 plan, while not requiring the time-consuming and potentially costly process of a formal 911 plan opening, yet still makes a public record of the change.
- 6) Provides the State 911 Committee with standing to take legal action if 911 fees are not paid into the fund. The current law does not include a 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 legal standing to take action on behalf of the state 911 fund to bring an action for non-payment of 911 fees.
- 7) Change auditing to require counties, not just PSAPs, to ascertain that the auditing of 911 funds is conducted. The State 911 Fund audit by the Office of the Auditor General be changed from an annual to a biennial cycle.
- 8) Create 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.
- 9) Change the distribution of the State 911 fee to reflect increased costs for NG911. Also creates a "spillover" provision requiring any revenue in excess of \$37 million to be directed to the I-Fund. The distribution levels are reflected below.

Estimated annual prepaid at 4.19% =	\$18.4m annually (an increase of \$9.8m)
Estimated annual postpaid at \$0.25 =	\$26.4m annually (an increase of \$6.4m)
Total annual estimate =	\$44.8m annually (total increase of \$16.2m)

The figures below for the distribution levels at \$37m annually, any remainder above \$37m to the I-Fund.

- a. **New** 65% to counties (approx. \$24,050,000)
Now 82.5% to counties (approx. \$23,512,130)
- b. **New** 3.5% to U-14000 fund (approx. \$1,295,000)
Now 7.75% to U-14000 fund (approx. \$2,208,715)
- c. **New** 5.5% for training (approx. \$2,035,000)
Now 6% for training (approx. \$1,709,973)
- d. **New** 1.5% to MSP for regional 911 center (approx. \$555,000)
Now 1.88% to MSP for regional 911 center (approx. \$535,791)
- e. **New** 3% to State 911 Office (approx. \$1,110,000)
Now 1.87% to State 911 Office (approx. \$532,941)
- f. **New** 21.5% to I-Fund (approx. \$7,955,000)
- g. **New** "spillover" the estimated funds above \$37m (approx. \$7,800,000)
 Total for network f + g = \$15,755,000 to I-Fund for NG911

HOUSE BILL No. 4651

May 24, 2017, Introduced by Reps. Sheppard and Inman and referred to the Committee on Communications and Technology.

A bill to amend 1986 PA 32, entitled "Emergency 9-1-1 service enabling act," by amending sections 102, 201, 312, 401a, 401b, 401c, 403, 406, 407, and 408 (MCL 484.1102, 484.1201, 484.1312, 484.1401a, 484.1401b, 484.1401c, 484.1403, 484.1406, 484.1407, and 484.1408), sections 102, 401a, and 401b as amended by 2012 PA 260, sections 201 and 312 as amended by 2007 PA 164, section 401c as amended by 2012 PA 433, sections 403, 406, and 407 as amended by 2007 PA 165, and section 408 as amended by 2013 PA 113.

THE PEOPLE OF THE STATE OF MICHIGAN ENACT:

1 Sec. 102. As used in this act:

2 (a) "Automatic location identification" or "ALI" means a 9-1-1
3 service feature provided by the service supplier that automatically
4 provides the name and service address or, for a CMRS service
5 supplier, the location associated with the calling party's

1 telephone number as identified by automatic number identification
2 to a 9-1-1 public safety answering point.

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

7 (c) "Commercial mobile radio service" or "CMRS" means
8 commercial mobile radio service regulated under section 3 of title
9 I and section 332 of title III of the communications act of 1934,
10 chapter 652, 48 Stat.—**STAT** 1064, 47 USC 153 and 332, and the rules
11 of the ~~federal communications commission~~ **FEDERAL COMMUNICATIONS**
12 **COMMISSION** or provided under the wireless emergency service order.
13 Commercial mobile radio service or CMRS includes all of the
14 following:

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

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

21 (iii) A network radio access line.

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

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

25 (f) "Common network costs" means the costs associated with the
26 common network required to deliver a 9-1-1 call with ALI and ANI
27 from a selective router to the proper PSAP and the costs associated

1 with the 9-1-1 database and data distribution system of the primary
2 9-1-1 service supplier identified in a county 9-1-1 plan. As used
3 in this subdivision, "common network" means the elements of a
4 service supplier's network that are not exclusive to the supplier
5 or technology capable of accessing the 9-1-1 system.

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

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

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

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

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

26 (l) "Direct dispatch method" means that the agency receiving
27 the 9-1-1 call at the public safety answering point decides on the

1 proper action to be taken and dispatches the appropriate available
2 public safety service unit located closest to the request for
3 public safety service.

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

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

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

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

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

25 (r) "Emergency telephone operational charge" means a charge
26 allowed under section 401 for nonnetwork technical equipment and
27 other costs directly related to the dispatch facility and the

1 operation of 1 or more PSAPs including, but not limited to, the
2 costs of dispatch personnel and radio equipment necessary to
3 provide 2-way communication between PSAPs and a public safety
4 agency. Emergency telephone operational charge does not include
5 non-PSAP related costs such as response vehicles and other
6 personnel.

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

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

26 (u) "Final 9-1-1 service plan" means a tentative 9-1-1 service
27 plan that has been modified only to reflect necessary changes

1 resulting from any failure of public safety agencies to be
2 designated as PSAPs or secondary PSAPs under section 307.

3 **(V) "IP-BASED 9-1-1 SERVICE PROVIDER" MEANS THE PROVIDER OF A**
4 **STANDARDS-BASED DIGITAL (INTERNET PROTOCOL) SECURE REDUNDANT**
5 **MANAGED 9-1-1 TRANSPORT NETWORK USED FOR THE ROUTING AND DELIVERY**
6 **OF 9-1-1 CONNECTIVITY WITH LOCATION INFORMATION FROM A PARTY**
7 **REQUESTING EMERGENCY SERVICES TO A PSAP. AN IP-BASED 9-1-1 NETWORK**
8 **CAN INTERFACE WITH OTHER NETWORKS AND TRANSPORT OTHER EMERGENCY**
9 **SERVICES APPLICATIONS. AN IP-BASED 9-1-1 NETWORK MAY BE CONSTRUCTED**
10 **FROM A MIX OF DEDICATED AND SHARED FACILITIES OR NETWORKS, AND MAY**
11 **BE INTERCONNECTED AT LOCAL, REGIONAL, STATE, FEDERAL, NATIONAL, AND**
12 **INTERNATIONAL LEVELS TO FORM AN IP-BASED INTER-NETWORK OR INTRA-**
13 **NETWORK OF 9-1-1 CONNECTIVITY.**

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

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

25 **(Y) ~~(x)~~**"Person" means an individual, corporation,
26 partnership, association, governmental entity, or any other legal
27 entity.

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

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

15 **(BB)** ~~(aa)~~—"Prime rate" means the average predominant prime
16 rate quoted by not less than 3 commercial financial institutions as
17 determined by the department of treasury.

18 **(CC)** ~~(bb)~~—"Private safety entity" means a nongovernmental
19 organization that provides emergency fire, ambulance, or medical
20 services.

21 **(DD)** ~~(ee)~~—"Public agency" means a village, township, charter
22 township, or city within the state and any special purpose district
23 located in whole or in part within the state.

24 **(EE)** ~~(dd)~~—"Public safety agency" means a functional division
25 of a public agency, county, or the state that provides fire
26 fighting, law enforcement, ambulance, medical, or other emergency
27 services.

1 **(FF)** ~~(ee)~~—"Qualified obligations" means obligations that meet
2 1 or more of the following:

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

5 (A) The proceeds of the obligations are used for capital
6 expenditures, costs of a reserve fund securing the obligations, and
7 costs of issuing the obligations. The proceeds of obligations ~~shall~~
8 **MUST** not be used for operational expenses.

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

11 (C) The obligations ~~shall~~**DO** not in whole or in part
12 appreciate in principal amount or ~~be~~**ARE NOT** sold at a discount of
13 more than 10%.

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

21 **(GG)** ~~(ff)~~—"Relay method" means that a PSAP notes pertinent
22 information and relays it by a communication service to the
23 appropriate public safety agency or other provider of emergency
24 services that has an available emergency service unit located
25 closest to the request for emergency service for dispatch of an
26 emergency service unit.

27 **(HH)** ~~(gg)~~—"Secondary public safety answering point" or

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

5 **(II)** ~~(hh)~~—"Service supplier" means a person providing a
6 communication service to a service user in this state.

7 **(JJ)** ~~(ii)~~—"Service user" means a person receiving a
8 communication service.

9 **(KK)** ~~(jj)~~—"State 9-1-1 charge" means the charge provided for
10 under section 401a.

11 **(ll)** ~~(kk)~~—"Tariff" means the rate approved by the public
12 service commission for 9-1-1 service provided by a particular
13 service supplier. Tariff does not include a rate of a commercial
14 mobile radio service by a particular supplier.

15 **(MM)** ~~(ll)~~—"Tentative 9-1-1 service plan" means a plan prepared
16 by 1 or more counties for implementing a 9-1-1 system in a
17 specified 9-1-1 service district.

18 **(NN)** ~~(mm)~~—"Transfer method" means that a PSAP transfers the 9-
19 1-1 call directly to the appropriate public safety agency or other
20 provider of emergency service that has an available emergency
21 service unit located closest to the request for emergency service
22 for dispatch of an emergency service unit.

23 **(OO)** ~~(nn)~~—"Universal emergency number service" or "9-1-1
24 service" means public communication service that provides service
25 users with the ability to reach a public safety answering point by
26 dialing the digits "9-1-1".

27 **(PP)** ~~(oo)~~—"Universal emergency number service system" or "9-1-

1 1 system" means a system for providing 9-1-1 service under this
2 act.

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

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

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

10 (3) With the approval of the county board of commissioners in
11 a county with a population of ~~1,800,000~~ **1,650,000** or more, 4 or
12 more cities may create an emergency 9-1-1 service district under
13 this act.

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

18 Sec. 312. (1) Except as otherwise provided under subsection
19 (2), after a final 9-1-1 service plan has been adopted under
20 section 310, a county may amend the final 9-1-1 service plan only
21 by complying with the procedures described in sections 301 to 310.
22 Upon adoption of an amended final 9-1-1 service plan by the county
23 board of commissioners, the county shall forward the amended final
24 9-1-1 service plan to the service supplier or suppliers designated
25 to provide 9-1-1 service within the 9-1-1 service district as
26 amended. Upon receipt of the amended final 9-1-1 service plan, each
27 designated service supplier shall implement as soon as feasible the

1 amendments to the final 9-1-1 service plan in the 9-1-1 service
2 district as amended.

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

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

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

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

13 **(D) CHANGES IN 9-1-1 SERVICE PROVIDERS TO INCLUDE IP-BASED 9-**
14 **1-1 SERVICE PROVIDERS APPROVED BY THE COMMITTEE.**

15 Sec. 401a. (1) Each service supplier within a 9-1-1 service
16 district shall bill and collect a state 9-1-1 charge from all
17 service users, except for users of a prepaid wireless
18 telecommunications service, of the service supplier within the
19 geographical boundaries of the 9-1-1 service district or as
20 otherwise provided by this section. ~~The billing and collection of~~
21 ~~the state 9-1-1 charge shall begin July 1, 2008.~~ The state 9-1-1
22 charge shall **MUST** be uniform per each service user within the 9-1-1
23 service district.

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

1 ~~provided under subsection (4).~~

2 (2) ~~(3)~~—The state 9-1-1 charge ~~shall~~ **MUST** be collected in
3 accordance with the regular billings of the service supplier.
4 Except as otherwise provided under this act, the amount collected
5 for the state 9-1-1 charge ~~shall~~ **MUST** be remitted quarterly by the
6 service supplier to the state treasurer and deposited in the
7 emergency 9-1-1 fund created under section 407. The charge allowed
8 under this section ~~shall~~ **MUST** be listed separately on the
9 customer's bill or payment receipt or otherwise disclosed to the
10 consumer.

11 (3) ~~(4)~~—The ~~initial~~ state 9-1-1 charge ~~shall be 19~~ **IS 25** cents
12 ~~and shall be effective July 1, 2008.~~ **2017**. The state 9-1-1 charge
13 ~~shall~~ **MUST** reflect the actual costs of operating, maintaining,
14 upgrading, and other reasonable and necessary expenditures for the
15 9-1-1 system in this state. ~~The state 9-1-1 charge may be reviewed~~
16 ~~and adjusted as provided under subsection (5).~~

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

26 (4) ~~(6)~~—If a service user has multiple access points or access
27 lines, the state 9-1-1 charge will be imposed separately on each of

1 the first 10 access points or access lines and then 1 charge for
2 each 10 access points or access lines per billed account.

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

4 Sec. 401b. (1) In addition to the charge allowed under section
5 401a, after June 30, 2008 a county board of commissioners may
6 assess a county 9-1-1 charge to service users, except for users of
7 a prepaid wireless telecommunications service, located within that
8 county by 1 of the following methods:

9 (a) Up to ~~\$0.42~~ **\$0.55** per month by resolution.

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

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

14 (2) A county assessing a county 9-1-1 charge amount approved
15 in the commission's order in case number U-15489 that exceeds the
16 amounts established in subsection (1) may continue to assess the
17 amount approved by the commission. Any proposed increase to the
18 amount approved in the commission order is subject to subsection
19 (1).

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

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

27 "This amount is for your 9-1-1 service which has been approved

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

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

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

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

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

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

19 (7) Subject to subsection (1), the county may adjust the
20 county 9-1-1 charge annually to be effective July 1. The county
21 shall notify the committee no later than May 15 of each year of any
22 change in the county 9-1-1 charge under this section.

23 (8) If a county has multiple emergency response districts, the
24 county 9-1-1 charge collected under this section ~~shall~~**MUST** be
25 distributed under subsection (6) in proportion to the population
26 within the emergency 9-1-1 district.

27 (9) This section ~~shall~~**DOES** not preclude the distribution of

1 funding to secondary PSAPs if the distribution is determined by the
2 primary PSAPs within the emergency 9-1-1 district to be the most
3 effective method for dispatching of fire or emergency medical
4 services and the distribution is approved within the final 9-1-1
5 service plan.

6 (10) The service supplier may retain 2% of the approved county
7 9-1-1 charge to cover the supplier's costs for billings and
8 collections under this section.

9 (11) The charge allowed under this section ~~shall~~**MUST** be
10 listed separately on the customer's bill or otherwise disclosed to
11 the consumer and ~~shall~~ state by which means the charge was approved
12 under subsection (1).

13 (12) Information submitted by a service supplier to a county
14 under this section is exempt from the freedom of information act,
15 1976 PA 442, MCL 15.231 to 15.246, and ~~shall not be released by the~~
16 county **SHALL NOT RELEASE THAT INFORMATION** without the consent of
17 the service supplier. Unless required or permitted by statute,
18 court rule, subpoena, or court order, or except as necessary for a
19 county, the commission, committee, or public agency to pursue or
20 defend the public's interest in any public contract or litigation,
21 a county treasurer, the commission, committee, agency, or any
22 employee or representative of a PSAP, database administrator, or
23 public agency shall not divulge any information acquired with
24 respect to customers, revenues or expenses, trade secrets, access
25 line counts, commercial information, or any other proprietary
26 information with respect to a service supplier while acting or
27 claiming to act as an employee, agent, or representative. An

1 aggregation of information that does not identify or effectively
2 identify the number of customers, revenues or expenses, trade
3 secrets, access lines, commercial information, and other
4 proprietary information attributable to a specific service supplier
5 may be made public.

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

10 (14) A county 9-1-1 charge assessed under subsection (1) ~~shall~~
11 **MUST** be used only to fund costs approved as allowable in a
12 published report by the committee before December 1, 2008. The
13 committee shall notify the standing committees of the senate and
14 house of representatives having jurisdiction over issues pertaining
15 to communication technology at least 90 days before modifying what
16 constitutes an allowable cost under this subsection.

17 Sec. 401c. (1) A seller shall collect a prepaid wireless 9-1-1
18 surcharge from a consumer for each retail transaction occurring in
19 this state.

20 (2) The amount of the prepaid wireless 9-1-1 surcharge ~~shall~~
21 ~~be 1.92%~~ **IS 4.19%** per retail transaction. The charge allowed under
22 this section ~~shall~~ **MUST** be either separately stated on an invoice,
23 receipt, or other similar document that is provided to a consumer
24 by the seller or otherwise disclosed to the consumer.

25 (3) Each of the following transactions is considered to have
26 occurred in this state:

27 (a) A retail transaction that is effected in person by a

1 consumer at a business location of a seller located in this state.

2 (b) A retail transaction that is treated as occurring in this
3 state as provided in section 3c of the use tax act, 1937 PA 94, MCL
4 205.93c, as that section applies to a prepaid wireless calling
5 service.

6 (4) A prepaid wireless 9-1-1 surcharge is the liability of the
7 consumer and not of the seller or of any provider.

8 (5) Except as otherwise provided in subsection (6), if a
9 prepaid wireless telecommunications service is sold with 1 or more
10 products or services for a single, nonitemized price, the seller
11 shall collect ~~1.92%~~ **4.19%** on the entire nonitemized price unless
12 the seller elects to do the following:

13 (a) If the amount of the prepaid wireless telecommunications
14 service is disclosed to the consumer as a dollar amount, apply the
15 percentage to that dollar amount.

16 (b) If the seller can identify the portion of the price that
17 is attributable to the prepaid wireless telecommunications service
18 by reasonable and verifiable standards from its books and records
19 that are kept in the regular course of business for other purposes
20 including, but not limited to, nontax purposes, apply the
21 percentage to that portion.

22 (6) If a minimal amount of prepaid wireless telecommunications
23 service is sold with a prepaid wireless device for a single,
24 nonitemized price, a seller may elect not to apply the percentage
25 specified in subsection (5) (a) to that transaction. As used in this
26 subsection, "minimal amount" means an amount of service denominated
27 as 10 minutes or less or \$5.00 or less.

1 (7) The **SELLER SHALL REMIT THE** prepaid wireless 9-1-1
2 surcharge ~~shall be remitted monthly by the seller to the state~~
3 ~~treasurer and deposited~~ **WHO SHALL DEPOSIT IT** in the emergency 9-1-1
4 fund created in section 407.

5 (8) A seller may retain 2% of prepaid wireless 9-1-1
6 surcharges that are collected by the seller to reimburse the seller
7 for its direct costs in collecting and remitting the prepaid
8 wireless 9-1-1 surcharges.

9 (9) A provider or seller of prepaid wireless
10 telecommunications service is not liable for damages to any person
11 resulting from or incurred in connection with the provision of, or
12 failure to provide, 9-1-1 service or for identifying or failing to
13 identify the telephone number, address, location, or name
14 associated with any person or device that is accessing or
15 attempting to access 9-1-1 service.

16 (10) A provider or seller of prepaid wireless
17 telecommunications service is not liable for damages to any person
18 resulting from or incurred in connection with the provision of any
19 lawful assistance to any investigative or law enforcement officer
20 of the United States, this state, or any other state in connection
21 with any lawful investigation or other law enforcement activity by
22 that law enforcement officer.

23 (11) As used in this section:

24 (a) "Consumer" means a person who purchases prepaid wireless
25 telecommunications services in a retail transaction.

26 (b) "Department" means the Michigan department of treasury.

27 (c) "Prepaid wireless 9-1-1 surcharge" means the fee that is

1 required to be collected by a seller from a consumer in the amount
2 established under subsection (2).

3 (d) "Provider" means a person that provides prepaid wireless
4 telecommunications services under a license issued by the ~~federal~~
5 ~~communications commission.~~ **FEDERAL COMMUNICATIONS COMMISSION.**

6 (e) "Retail transaction" means the purchase of prepaid
7 wireless telecommunications service from a seller for any purpose
8 other than resale.

9 (f) "Seller" means a person who sells prepaid wireless
10 telecommunications service to another person.

11 Sec. 403. **(1)** Each service supplier ~~shall be~~ **IS** solely
12 responsible for the billing of the state and county 9-1-1 charge
13 and ~~the transmittal of~~ **TRANSMITTING THE** money collected to the
14 emergency 9-1-1 fund and to the counties as required under this
15 act.

16 **(2) THE ATTORNEY GENERAL MAY COMMENCE A CIVIL ACTION ON BEHALF**
17 **OF THE COMMITTEE AGAINST A SERVICE SUPPLIER, CMRS SUPPLIER,**
18 **RESELLER, OR RETAILER FOR APPROPRIATE RELIEF FOR FAILURE TO REPORT,**
19 **CHARGE, COLLECT, AND TRANSMIT THE STATE 9-1-1 CHARGES IN SECTIONS**
20 **401A AND 401C. AN ACTION UNDER THIS SUBSECTION MAY BE BROUGHT IN**
21 **THE INGHAM COUNTY CIRCUIT COURT OR THE CIRCUIT COURT IN A COUNTY IN**
22 **WHICH THE DEFENDANT RESIDES OR IS DOING BUSINESS. THE COURT HAS**
23 **JURISDICTION TO RESTRAIN THE VIOLATION AND TO REQUIRE COMPLIANCE**
24 **WITH THIS SECTION.**

25 **(3) A COUNTY OR 9-1-1 SERVICE DISTRICT MAY COMMENCE A CIVIL**
26 **ACTION AGAINST A SERVICE SUPPLIER, CMRS SUPPLIER, OR RESELLER FOR**
27 **APPROPRIATE RELIEF FOR FAILURE TO REPORT, CHARGE, COLLECT, AND**

1 TRANSMIT THE 9-1-1 CHARGE IN SECTION 401B. AN ACTION UNDER THIS
2 SUBSECTION MAY BE BROUGHT IN THE CIRCUIT COURT OF THE COUNTY
3 RECEIVING THE 9-1-1 CHARGE OR IN THE CIRCUIT COURT IN A COUNTY IN
4 WHICH THE DEFENDANT RESIDES OR IS DOING BUSINESS. THE COURT HAS
5 JURISDICTION TO RESTRAIN THE VIOLATION AND TO REQUIRE COMPLIANCE
6 WITH THIS SECTION.

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

10 (2) Each **COUNTY**, PSAP, or secondary PSAP **THAT RECEIVES MONEY**
11 **UNDER THIS ACT** shall assure that fund accounting, auditing,
12 monitoring, and evaluation procedures are provided as required by
13 this act and the rules promulgated under this act.

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

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

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

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

27 (2) The state treasurer may receive money or other assets as

1 provided under this act and from any source for deposit into the
2 fund. Money may be deposited into the fund by electronic funds
3 transfer. Money in the CMRS emergency telephone fund on ~~the~~
4 ~~effective date of the amendatory act that added section 401a shall~~
5 **JULY 1, 2008 MUST** be deposited into the fund and expended as
6 provided by this act. The state treasurer shall direct the
7 investment of the fund. The state treasurer shall credit to the
8 fund interest and earnings from fund investments.

9 (3) Money in the fund at the close of the fiscal year ~~shall~~
10 ~~remain~~**REMAINS** in the fund and ~~shall~~**DOES** not lapse to the general
11 fund.

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

15 (5) The auditor general shall audit the fund at least
16 ~~annually~~**BIENNIALY**.

17 Sec. 408. (1) Except as otherwise provided under this act, a
18 service supplier shall bill and collect a state 9-1-1 service
19 charge per month as determined under section 401a. The service
20 supplier shall list the state 9-1-1 service charge authorized under
21 this act as a separate line item on each bill ~~. The service charge~~
22 ~~shall be listed on the bill as the "state 9-1-1 charge"~~.

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

26 (3) Except as otherwise provided under subsection (2), the
27 money collected as the state 9-1-1 charge under subsection (1)

1 ~~shall~~**MUST** be deposited in the emergency 9-1-1 fund created in
2 section 407 no later than 30 days after the end of the quarter in
3 which the state 9-1-1 charge was collected.

4 (4) ~~Except as otherwise provided under section 401a(5), all~~
5 **ALL** money collected and deposited in the emergency 9-1-1 fund
6 created in section 407 ~~shall~~**MUST** be distributed as **PROVIDED IN**
7 **THIS SECTION. ANNUAL MONEY IN THE FUND NOT EXCEEDING \$37,000,000.00**
8 **MUST BE DISTRIBUTED AS** follows:

9 (a) ~~82.5% shall~~**65% MUST** be disbursed to each county that has
10 a final 9-1-1 plan in place. Forty percent of the ~~82.5% shall~~**65%**
11 **MUST** be distributed quarterly on an equal basis to each county, and
12 60% of the ~~82.5% shall~~**65% MUST** be distributed quarterly based on a
13 population per capita basis. ~~Money~~**A COUNTY SHALL ONLY USE MONEY**
14 received by a ~~THE~~ county under this subdivision ~~shall only be used~~
15 for 9-1-1 services as allowed under this act. ~~Money~~**A COUNTY SHALL**
16 **REPAY TO THE FUND ANY MONEY** expended under this subdivision for a
17 purpose considered unnecessary or unreasonable by the committee or
18 the auditor general. ~~shall be repaid to the fund.~~

19 (b) ~~7.75% shall~~**3.5% MUST** be available to reimburse local
20 exchange providers for the costs related to wireless emergency
21 service. Any cost reimbursement allowed under this subdivision
22 ~~shall~~**MUST** not include a cost that is not related to wireless
23 emergency service. A local exchange provider may submit an invoice
24 to the commission for reimbursement from the emergency 9-1-1 fund
25 for allowed costs. Within 45 days after the date an invoice is
26 submitted to the commission, the commission shall approve, either
27 in whole or in part, or deny the invoice.

1 (c) ~~6.0% shall~~ **5.5% MUST** be available to PSAPs for training
2 personnel assigned to 9-1-1 centers. A **PUBLIC SAFETY AGENCY OR**
3 **COUNTY SHALL MAKE A** written request for money from the fund ~~shall~~
4 ~~be made by a public safety agency or county to the committee.~~ The
5 committee shall semiannually authorize distribution of money from
6 the fund to eligible public safety agencies or counties. A public
7 safety agency or county that receives money under this subdivision
8 shall create, maintain, and make available to the committee upon
9 request a detailed record of expenditures relating to the
10 preparation, administration, and carrying out of activities of its
11 9-1-1 training program. ~~Money~~ **AN ELIGIBLE PUBLIC SAFETY AGENCY OR**
12 **COUNTY SHALL REPAY TO THE FUND ANY MONEY** expended by ~~an eligible~~
13 **THAT** public safety agency or county for a purpose considered
14 unnecessary or unreasonable by the committee or the auditor
15 general. ~~shall be repaid to the fund.~~ The commission shall consult
16 with and consider the recommendations of the committee in the
17 promulgation of rules under section 413 establishing training
18 standards for 9-1-1 system personnel. Money ~~shall~~ **MUST** be disbursed
19 on a biannual basis to an eligible public safety agency or county
20 for training of PSAP personnel through courses certified by the
21 committee only for either of the following purposes:

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

23 (ii) To provide in-service training to employees engaged in 9-
24 1-1 service.

25 (d) ~~1.88% shall~~ **1.5% MUST** be credited to the department of
26 state police to operate a regional dispatch center that receives
27 and dispatches 9-1-1 calls, and ~~1.87% shall~~ **3% MUST** be credited to

1 the department of state police for costs to administer this act and
2 to maintain the office of the state 9-1-1 coordinator.

3 **(E) 21.5% SHALL BE AVAILABLE FOR REIMBURSEMENT BY THE**
4 **COMMITTEE ONLY FOR THE FOLLOWING PURPOSES:**

5 **(i) GRANT MATCH FOR STATEWIDE OR REGIONAL IP-BASED 9-1-1**
6 **PROJECTS.**

7 **(ii) INVOICES SUBMITTED BY COMMITTEE-APPROVED IP-BASED 9-1-1**
8 **SERVICE PROVIDERS FOR THE COSTS RELATED TO IP-BASED 9-1-1 EMERGENCY**
9 **SERVICE.**

10 ~~—— (5) For fiscal year 2010-2011 only, an amount not to exceed~~
11 ~~\$1,700,000.00 is distributed to the department of state police for~~
12 ~~an integrated IP-based 9-1-1 mapping system in this state. The~~
13 ~~money distributed under this subsection is for the restricted~~
14 ~~purpose of matching funds for the state's award of a grant under~~
15 ~~the grant program established under the federal ensuring needed~~
16 ~~help arrives near callers employing 911 act of 2004 to be used~~
17 ~~solely for the acquisition and deployment of a state integrated IP-~~
18 ~~based 9-1-1 mapping system. All costs associated with the state~~
19 ~~integrated IP-based 9-1-1 mapping system including, but not limited~~
20 ~~to, its construction, administration, and maintenance shall only be~~
21 ~~paid from money distributed under this subsection and any federal~~
22 ~~grant money.~~

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

1 (5) AN IP-BASED 9-1-1 SERVICE PROVIDER THAT HAS BEEN APPROVED
2 BY THE COMMITTEE AS MEETING STANDARDS-BASED CRITERIA SET BY THE
3 COMMITTEE MAY SUBMIT AN INVOICE TO THE COMMITTEE FOR REIMBURSEMENT
4 FROM THE EMERGENCY 9-1-1 FUND FOR ALLOWED COSTS. WITHIN 90 DAYS
5 AFTER THE DATE AN INVOICE IS SUBMITTED TO THE COMMITTEE, THE
6 COMMITTEE SHALL APPROVE, EITHER IN WHOLE OR IN PART, OR DENY THE
7 INVOICE. ANY COST REIMBURSEMENT ALLOWED UNDER THIS SUBDIVISION MUST
8 NOT INCLUDE A COST THAT IS NOT RELATED TO IP-BASED 9-1-1 EMERGENCY
9 SERVICE.

10 (6) THE COMMITTEE SHALL ESTABLISH A SUBCOMMITTEE TO REVIEW
11 INVOICES SUBMITTED BY IP-BASED 9-1-1 SERVICE PROVIDERS AND MAKE
12 RECOMMENDATIONS TO THE COMMITTEE FOR APPROVAL OR DENIAL OF PAYMENT.
13 THE SUBCOMMITTEE WILL REMOVE IP-BASED 9-1-1 SERVICE PROVIDER
14 INFORMATION THAT IS CONSIDERED CONFIDENTIAL OR PROPRIETARY.

15 (7) FUNDS GENERATED BY THE FEE IN SECTION 401A IN EXCESS OF
16 \$37,000,000.00 ANNUALLY MUST BE RESERVED FOR DISTRIBUTION COMMITTEE
17 APPROVED COSTS UNDER SUBSECTION (4) (E) .

18 (8) ~~(7)~~—Money received by a county under subsection (4) (a)
19 ~~shall~~**MUST** be distributed by the county to the primary PSAPs
20 geographically located within the 9-1-1 service district by 1 of
21 the following methods:

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

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

26 (c) If distribution is not provided for in the 9-1-1 service
27 plan under subdivision (a) or by agreement between the county and

1 public agency under subdivision (b), then according to the
2 population within the geographic area for which the PSAP serves as
3 primary PSAP.

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

7 **(9)** ~~(8)~~The commission shall consult with and consider
8 recommendations of the committee in the promulgation of rules under
9 section 413 establishing the standards for the receipt and
10 expenditure of 9-1-1 funds under this act. Receipt of 9-1-1 funds
11 under this act is dependent on compliance with the standards
12 established under this subsection.

13 Enacting section 1. This amendatory act takes effect July 1,
14 2017.

SENATE BILL No. 400

May 23, 2017, Introduced by Senator JONES and referred to the Committee on Energy and Technology.

A bill to amend 1986 PA 32, entitled "Emergency 9-1-1 service enabling act," by amending sections 102, 201, 312, 401a, 401b, 401c, 403, 406, 407, and 408 (MCL 484.1102, 484.1201, 484.1312, 484.1401a, 484.1401b, 484.1401c, 484.1403, 484.1406, 484.1407, and 484.1408), sections 102, 401a, and 401b as amended by 2012 PA 260, sections 201 and 312 as amended by 2007 PA 164, section 401c as amended by 2012 PA 433, sections 403, 406, and 407 as amended by 2007 PA 165, and section 408 as amended by 2013 PA 113.

THE PEOPLE OF THE STATE OF MICHIGAN ENACT:

1 Sec. 102. As used in this act:

2 (a) "Automatic location identification" or "ALI" means a 9-1-1
3 service feature provided by the service supplier that automatically
4 provides the name and service address or, for a CMRS service
5 supplier, the location associated with the calling party's

1 telephone number as identified by automatic number identification
2 to a 9-1-1 public safety answering point.

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

7 (c) "Commercial mobile radio service" or "CMRS" means
8 commercial mobile radio service regulated under section 3 of title
9 I and section 332 of title III of the communications act of 1934,
10 chapter 652, 48 Stat.—~~STAT~~ 1064, 47 USC 153 and 332, and the rules
11 of the ~~federal communications commission~~ **FEDERAL COMMUNICATIONS**
12 **COMMISSION** or provided under the wireless emergency service order.
13 Commercial mobile radio service or CMRS includes all of the
14 following:

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

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

21 (iii) A network radio access line.

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

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

25 (f) "Common network costs" means the costs associated with the
26 common network required to deliver a 9-1-1 call with ALI and ANI
27 from a selective router to the proper PSAP and the costs associated

1 with the 9-1-1 database and data distribution system of the primary
2 9-1-1 service supplier identified in a county 9-1-1 plan. As used
3 in this subdivision, "common network" means the elements of a
4 service supplier's network that are not exclusive to the supplier
5 or technology capable of accessing the 9-1-1 system.

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

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

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

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

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

26 (l) "Direct dispatch method" means that the agency receiving
27 the 9-1-1 call at the public safety answering point decides on the

1 proper action to be taken and dispatches the appropriate available
2 public safety service unit located closest to the request for
3 public safety service.

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

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

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

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

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

25 (r) "Emergency telephone operational charge" means a charge
26 allowed under section 401 for nonnetwork technical equipment and
27 other costs directly related to the dispatch facility and the

1 operation of 1 or more PSAPs including, but not limited to, the
2 costs of dispatch personnel and radio equipment necessary to
3 provide 2-way communication between PSAPs and a public safety
4 agency. Emergency telephone operational charge does not include
5 non-PSAP related costs such as response vehicles and other
6 personnel.

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

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

26 (u) "Final 9-1-1 service plan" means a tentative 9-1-1 service
27 plan that has been modified only to reflect necessary changes

1 resulting from any failure of public safety agencies to be
2 designated as PSAPs or secondary PSAPs under section 307.

3 (V) "IP-BASED 9-1-1 SERVICE PROVIDER" MEANS THE PROVIDER OF A
4 STANDARDS-BASED DIGITAL (INTERNET PROTOCOL) SECURE REDUNDANT
5 MANAGED 9-1-1 TRANSPORT NETWORK USED FOR THE ROUTING AND DELIVERY
6 OF 9-1-1 CONNECTIVITY WITH LOCATION INFORMATION FROM A PARTY
7 REQUESTING EMERGENCY SERVICES TO A PSAP. AN IP-BASED 9-1-1 NETWORK
8 CAN INTERFACE WITH OTHER NETWORKS AND TRANSPORT OTHER EMERGENCY
9 SERVICES APPLICATIONS. AN IP-BASED 9-1-1 NETWORK MAY BE CONSTRUCTED
10 FROM A MIX OF DEDICATED AND SHARED FACILITIES OR NETWORKS, AND MAY
11 BE INTERCONNECTED AT LOCAL, REGIONAL, STATE, FEDERAL, NATIONAL, AND
12 INTERNATIONAL LEVELS TO FORM AN IP-BASED INTER-NETWORK OR INTRA-
13 NETWORK OF 9-1-1 CONNECTIVITY.

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

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

25 (Y) ~~(x)~~ "Person" means an individual, corporation,
26 partnership, association, governmental entity, or any other legal
27 entity.

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

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

15 **(BB)** ~~(aa)~~—"Prime rate" means the average predominant prime
16 rate quoted by not less than 3 commercial financial institutions as
17 determined by the department of treasury.

18 **(CC)** ~~(bb)~~—"Private safety entity" means a nongovernmental
19 organization that provides emergency fire, ambulance, or medical
20 services.

21 **(DD)** ~~(ee)~~—"Public agency" means a village, township, charter
22 township, or city within the state and any special purpose district
23 located in whole or in part within the state.

24 **(EE)** ~~(dd)~~—"Public safety agency" means a functional division
25 of a public agency, county, or the state that provides fire
26 fighting, law enforcement, ambulance, medical, or other emergency
27 services.

1 **(FF)** ~~(ee)~~—"Qualified obligations" means obligations that meet
2 1 or more of the following:

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

5 (A) The proceeds of the obligations are used for capital
6 expenditures, costs of a reserve fund securing the obligations, and
7 costs of issuing the obligations. The proceeds of obligations ~~shall~~
8 **MUST** not be used for operational expenses.

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

11 (C) The obligations ~~shall~~**DO** not in whole or in part
12 appreciate in principal amount or ~~be~~**ARE NOT** sold at a discount of
13 more than 10%.

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

21 **(GG)** ~~(ff)~~—"Relay method" means that a PSAP notes pertinent
22 information and relays it by a communication service to the
23 appropriate public safety agency or other provider of emergency
24 services that has an available emergency service unit located
25 closest to the request for emergency service for dispatch of an
26 emergency service unit.

27 **(HH)** ~~(gg)~~—"Secondary public safety answering point" or

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

5 (II) ~~(hh)~~—"Service supplier" means a person providing a
6 communication service to a service user in this state.

7 (JJ) ~~(ii)~~—"Service user" means a person receiving a
8 communication service.

9 (KK) ~~(jj)~~—"State 9-1-1 charge" means the charge provided for
10 under section 401a.

11 (II) ~~(kk)~~—"Tariff" means the rate approved by the public
12 service commission for 9-1-1 service provided by a particular
13 service supplier. Tariff does not include a rate of a commercial
14 mobile radio service by a particular supplier.

15 (MM) ~~(ll)~~—"Tentative 9-1-1 service plan" means a plan prepared
16 by 1 or more counties for implementing a 9-1-1 system in a
17 specified 9-1-1 service district.

18 (NN) ~~(mm)~~—"Transfer method" means that a PSAP transfers the 9-
19 1-1 call directly to the appropriate public safety agency or other
20 provider of emergency service that has an available emergency
21 service unit located closest to the request for emergency service
22 for dispatch of an emergency service unit.

23 (OO) ~~(nn)~~—"Universal emergency number service" or "9-1-1
24 service" means public communication service that provides service
25 users with the ability to reach a public safety answering point by
26 dialing the digits "9-1-1".

27 (PP) ~~(oo)~~—"Universal emergency number service system" or "9-1-

1 1 system" means a system for providing 9-1-1 service under this
2 act.

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

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

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

10 (3) With the approval of the county board of commissioners in
11 a county with a population of ~~1,800,000~~ **1,650,000** or more, 4 or
12 more cities may create an emergency 9-1-1 service district under
13 this act.

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

18 Sec. 312. (1) Except as otherwise provided under subsection
19 (2), after a final 9-1-1 service plan has been adopted under
20 section 310, a county may amend the final 9-1-1 service plan only
21 by complying with the procedures described in sections 301 to 310.
22 Upon adoption of an amended final 9-1-1 service plan by the county
23 board of commissioners, the county shall forward the amended final
24 9-1-1 service plan to the service supplier or suppliers designated
25 to provide 9-1-1 service within the 9-1-1 service district as
26 amended. Upon receipt of the amended final 9-1-1 service plan, each
27 designated service supplier shall implement as soon as feasible the

1 amendments to the final 9-1-1 service plan in the 9-1-1 service
2 district as amended.

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

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

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

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

13 **(D) CHANGES IN 9-1-1 SERVICE PROVIDERS TO INCLUDE IP-BASED 9-**
14 **1-1 SERVICE PROVIDERS APPROVED BY THE COMMITTEE.**

15 Sec. 401a. (1) Each service supplier within a 9-1-1 service
16 district shall bill and collect a state 9-1-1 charge from all
17 service users, except for users of a prepaid wireless
18 telecommunications service, of the service supplier within the
19 geographical boundaries of the 9-1-1 service district or as
20 otherwise provided by this section. ~~The billing and collection of~~
21 ~~the state 9-1-1 charge shall begin July 1, 2008.~~ The state 9-1-1
22 charge shall **MUST** be uniform per each service user within the 9-1-1
23 service district.

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

1 ~~provided under subsection (4).~~

2 (2) ~~(3)~~—The state 9-1-1 charge ~~shall~~ **MUST** be collected in
3 accordance with the regular billings of the service supplier.
4 Except as otherwise provided under this act, the amount collected
5 for the state 9-1-1 charge ~~shall~~ **MUST** be remitted quarterly by the
6 service supplier to the state treasurer and deposited in the
7 emergency 9-1-1 fund created under section 407. The charge allowed
8 under this section ~~shall~~ **MUST** be listed separately on the
9 customer's bill or payment receipt or otherwise disclosed to the
10 consumer.

11 (3) ~~(4)~~—The ~~initial~~ state 9-1-1 charge ~~shall be 19~~ **IS 25** cents
12 ~~and shall be effective July 1, 2008.~~ **2017**. The state 9-1-1 charge
13 ~~shall~~ **MUST** reflect the actual costs of operating, maintaining,
14 upgrading, and other reasonable and necessary expenditures for the
15 9-1-1 system in this state. ~~The state 9-1-1 charge may be reviewed~~
16 ~~and adjusted as provided under subsection (5).~~

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

26 (4) ~~(6)~~—If a service user has multiple access points or access
27 lines, the state 9-1-1 charge will be imposed separately on each of

1 the first 10 access points or access lines and then 1 charge for
2 each 10 access points or access lines per billed account.

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

4 Sec. 401b. (1) In addition to the charge allowed under section
5 401a, after June 30, 2008 a county board of commissioners may
6 assess a county 9-1-1 charge to service users, except for users of
7 a prepaid wireless telecommunications service, located within that
8 county by 1 of the following methods:

9 (a) Up to ~~\$0.42~~ **\$0.55** per month by resolution.

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

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

14 (2) A county assessing a county 9-1-1 charge amount approved
15 in the commission's order in case number U-15489 that exceeds the
16 amounts established in subsection (1) may continue to assess the
17 amount approved by the commission. Any proposed increase to the
18 amount approved in the commission order is subject to subsection
19 (1).

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

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

27 "This amount is for your 9-1-1 service which has been approved

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

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

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

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

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

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

19 (7) Subject to subsection (1), the county may adjust the
20 county 9-1-1 charge annually to be effective July 1. The county
21 shall notify the committee no later than May 15 of each year of any
22 change in the county 9-1-1 charge under this section.

23 (8) If a county has multiple emergency response districts, the
24 county 9-1-1 charge collected under this section ~~shall~~**MUST** be
25 distributed under subsection (6) in proportion to the population
26 within the emergency 9-1-1 district.

27 (9) This section ~~shall~~**DOES** not preclude the distribution of

1 funding to secondary PSAPs if the distribution is determined by the
2 primary PSAPs within the emergency 9-1-1 district to be the most
3 effective method for dispatching of fire or emergency medical
4 services and the distribution is approved within the final 9-1-1
5 service plan.

6 (10) The service supplier may retain 2% of the approved county
7 9-1-1 charge to cover the supplier's costs for billings and
8 collections under this section.

9 (11) The charge allowed under this section ~~shall~~**MUST** be
10 listed separately on the customer's bill or otherwise disclosed to
11 the consumer and ~~shall~~ state by which means the charge was approved
12 under subsection (1).

13 (12) Information submitted by a service supplier to a county
14 under this section is exempt from the freedom of information act,
15 1976 PA 442, MCL 15.231 to 15.246, and ~~shall not be released by the~~
16 county **SHALL NOT RELEASE THAT INFORMATION** without the consent of
17 the service supplier. Unless required or permitted by statute,
18 court rule, subpoena, or court order, or except as necessary for a
19 county, the commission, committee, or public agency to pursue or
20 defend the public's interest in any public contract or litigation,
21 a county treasurer, the commission, committee, agency, or any
22 employee or representative of a PSAP, database administrator, or
23 public agency shall not divulge any information acquired with
24 respect to customers, revenues or expenses, trade secrets, access
25 line counts, commercial information, or any other proprietary
26 information with respect to a service supplier while acting or
27 claiming to act as an employee, agent, or representative. An

1 aggregation of information that does not identify or effectively
2 identify the number of customers, revenues or expenses, trade
3 secrets, access lines, commercial information, and other
4 proprietary information attributable to a specific service supplier
5 may be made public.

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

10 (14) A county 9-1-1 charge assessed under subsection (1) ~~shall~~
11 **MUST** be used only to fund costs approved as allowable in a
12 published report by the committee before December 1, 2008. The
13 committee shall notify the standing committees of the senate and
14 house of representatives having jurisdiction over issues pertaining
15 to communication technology at least 90 days before modifying what
16 constitutes an allowable cost under this subsection.

17 Sec. 401c. (1) A seller shall collect a prepaid wireless 9-1-1
18 surcharge from a consumer for each retail transaction occurring in
19 this state.

20 (2) The amount of the prepaid wireless 9-1-1 surcharge ~~shall~~
21 ~~be 1.92%~~ **IS 4.19%** per retail transaction. The charge allowed under
22 this section ~~shall~~ **MUST** be either separately stated on an invoice,
23 receipt, or other similar document that is provided to a consumer
24 by the seller or otherwise disclosed to the consumer.

25 (3) Each of the following transactions is considered to have
26 occurred in this state:

27 (a) A retail transaction that is effected in person by a

1 consumer at a business location of a seller located in this state.

2 (b) A retail transaction that is treated as occurring in this
3 state as provided in section 3c of the use tax act, 1937 PA 94, MCL
4 205.93c, as that section applies to a prepaid wireless calling
5 service.

6 (4) A prepaid wireless 9-1-1 surcharge is the liability of the
7 consumer and not of the seller or of any provider.

8 (5) Except as otherwise provided in subsection (6), if a
9 prepaid wireless telecommunications service is sold with 1 or more
10 products or services for a single, nonitemized price, the seller
11 shall collect ~~1.92%~~ **4.19%** on the entire nonitemized price unless
12 the seller elects to do the following:

13 (a) If the amount of the prepaid wireless telecommunications
14 service is disclosed to the consumer as a dollar amount, apply the
15 percentage to that dollar amount.

16 (b) If the seller can identify the portion of the price that
17 is attributable to the prepaid wireless telecommunications service
18 by reasonable and verifiable standards from its books and records
19 that are kept in the regular course of business for other purposes
20 including, but not limited to, nontax purposes, apply the
21 percentage to that portion.

22 (6) If a minimal amount of prepaid wireless telecommunications
23 service is sold with a prepaid wireless device for a single,
24 nonitemized price, a seller may elect not to apply the percentage
25 specified in subsection (5)(a) to that transaction. As used in this
26 subsection, "minimal amount" means an amount of service denominated
27 as 10 minutes or less or \$5.00 or less.

1 (7) The **SELLER SHALL REMIT THE** prepaid wireless 9-1-1
2 surcharge ~~shall be remitted monthly by the seller to the state~~
3 ~~treasurer and deposited~~ **WHO SHALL DEPOSIT IT** in the emergency 9-1-1
4 fund created in section 407.

5 (8) A seller may retain 2% of prepaid wireless 9-1-1
6 surcharges that are collected by the seller to reimburse the seller
7 for its direct costs in collecting and remitting the prepaid
8 wireless 9-1-1 surcharges.

9 (9) A provider or seller of prepaid wireless
10 telecommunications service is not liable for damages to any person
11 resulting from or incurred in connection with the provision of, or
12 failure to provide, 9-1-1 service or for identifying or failing to
13 identify the telephone number, address, location, or name
14 associated with any person or device that is accessing or
15 attempting to access 9-1-1 service.

16 (10) A provider or seller of prepaid wireless
17 telecommunications service is not liable for damages to any person
18 resulting from or incurred in connection with the provision of any
19 lawful assistance to any investigative or law enforcement officer
20 of the United States, this state, or any other state in connection
21 with any lawful investigation or other law enforcement activity by
22 that law enforcement officer.

23 (11) As used in this section:

24 (a) "Consumer" means a person who purchases prepaid wireless
25 telecommunications services in a retail transaction.

26 (b) "Department" means the Michigan department of treasury.

27 (c) "Prepaid wireless 9-1-1 surcharge" means the fee that is

1 required to be collected by a seller from a consumer in the amount
2 established under subsection (2).

3 (d) "Provider" means a person that provides prepaid wireless
4 telecommunications services under a license issued by the ~~federal~~
5 ~~communications commission.~~ **FEDERAL COMMUNICATIONS COMMISSION.**

6 (e) "Retail transaction" means the purchase of prepaid
7 wireless telecommunications service from a seller for any purpose
8 other than resale.

9 (f) "Seller" means a person who sells prepaid wireless
10 telecommunications service to another person.

11 Sec. 403. (1) Each service supplier ~~shall be~~ **IS** solely
12 responsible for the billing of the state and county 9-1-1 charge
13 and ~~the transmittal of~~ **TRANSMITTING THE** money collected to the
14 emergency 9-1-1 fund and to the counties as required under this
15 act.

16 (2) **THE ATTORNEY GENERAL MAY COMMENCE A CIVIL ACTION ON BEHALF**
17 **OF THE COMMITTEE AGAINST A SERVICE SUPPLIER, CMRS SUPPLIER,**
18 **RESELLER, OR RETAILER FOR APPROPRIATE RELIEF FOR FAILURE TO REPORT,**
19 **CHARGE, COLLECT, AND TRANSMIT THE STATE 9-1-1 CHARGES IN SECTIONS**
20 **401A AND 401C. AN ACTION UNDER THIS SUBSECTION MAY BE BROUGHT IN**
21 **THE INGHAM COUNTY CIRCUIT COURT OR THE CIRCUIT COURT IN A COUNTY IN**
22 **WHICH THE DEFENDANT RESIDES OR IS DOING BUSINESS. THE COURT HAS**
23 **JURISDICTION TO RESTRAIN THE VIOLATION AND TO REQUIRE COMPLIANCE**
24 **WITH THIS SECTION.**

25 (3) **A COUNTY OR 9-1-1 SERVICE DISTRICT MAY COMMENCE A CIVIL**
26 **ACTION AGAINST A SERVICE SUPPLIER, CMRS SUPPLIER, OR RESELLER FOR**
27 **APPROPRIATE RELIEF FOR FAILURE TO REPORT, CHARGE, COLLECT, AND**

1 TRANSMIT THE 9-1-1 CHARGE IN SECTION 401B. AN ACTION UNDER THIS
2 SUBSECTION MAY BE BROUGHT IN THE CIRCUIT COURT OF THE COUNTY
3 RECEIVING THE 9-1-1 CHARGE OR IN THE CIRCUIT COURT IN A COUNTY IN
4 WHICH THE DEFENDANT RESIDES OR IS DOING BUSINESS. THE COURT HAS
5 JURISDICTION TO RESTRAIN THE VIOLATION AND TO REQUIRE COMPLIANCE
6 WITH THIS SECTION.

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

10 (2) Each **COUNTY**, PSAP, or secondary PSAP **THAT RECEIVES MONEY**
11 **UNDER THIS ACT** shall assure that fund accounting, auditing,
12 monitoring, and evaluation procedures are provided as required by
13 this act and the rules promulgated under this act.

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

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

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

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

27 (2) The state treasurer may receive money or other assets as

1 provided under this act and from any source for deposit into the
2 fund. Money may be deposited into the fund by electronic funds
3 transfer. Money in the CMRS emergency telephone fund on ~~the~~
4 ~~effective date of the amendatory act that added section 401a shall~~
5 **JULY 1, 2008 MUST** be deposited into the fund and expended as
6 provided by this act. The state treasurer shall direct the
7 investment of the fund. The state treasurer shall credit to the
8 fund interest and earnings from fund investments.

9 (3) Money in the fund at the close of the fiscal year ~~shall~~
10 ~~remain~~ **REMAINS** in the fund and ~~shall~~ **DOES** not lapse to the general
11 fund.

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

15 (5) The auditor general shall audit the fund at least
16 ~~annually~~ **BIENNIALY**.

17 Sec. 408. (1) Except as otherwise provided under this act, a
18 service supplier shall bill and collect a state 9-1-1 service
19 charge per month as determined under section 401a. The service
20 supplier shall list the state 9-1-1 service charge authorized under
21 this act as a separate line item on each bill ~~. The service charge~~
22 ~~shall be listed on the bill as the "state 9-1-1 charge"~~.

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

26 (3) Except as otherwise provided under subsection (2), the
27 money collected as the state 9-1-1 charge under subsection (1)

1 ~~shall~~ **MUST** be deposited in the emergency 9-1-1 fund created in
2 section 407 no later than 30 days after the end of the quarter in
3 which the state 9-1-1 charge was collected.

4 (4) ~~Except as otherwise provided under section 401a(5), all~~
5 **ALL** money collected and deposited in the emergency 9-1-1 fund
6 created in section 407 ~~shall~~ **MUST** be distributed as **PROVIDED IN**
7 **THIS SECTION. ANNUAL MONEY IN THE FUND NOT EXCEEDING \$37,000,000.00**
8 **MUST BE DISTRIBUTED AS** follows:

9 (a) ~~82.5% shall~~ **65% MUST** be disbursed to each county that has
10 a final 9-1-1 plan in place. Forty percent of the ~~82.5% shall~~ **65%**
11 **MUST** be distributed quarterly on an equal basis to each county, and
12 60% of the ~~82.5% shall~~ **65% MUST** be distributed quarterly based on a
13 population per capita basis. ~~Money~~ **A COUNTY SHALL ONLY USE MONEY**
14 received by a ~~THE~~ county under this subdivision ~~shall only be used~~
15 for 9-1-1 services as allowed under this act. ~~Money~~ **A COUNTY SHALL**
16 **REPAY TO THE FUND ANY MONEY** expended under this subdivision for a
17 purpose considered unnecessary or unreasonable by the committee or
18 the auditor general. ~~shall be repaid to the fund.~~

19 (b) ~~7.75% shall~~ **3.5% MUST** be available to reimburse local
20 exchange providers for the costs related to wireless emergency
21 service. Any cost reimbursement allowed under this subdivision
22 ~~shall~~ **MUST** not include a cost that is not related to wireless
23 emergency service. A local exchange provider may submit an invoice
24 to the commission for reimbursement from the emergency 9-1-1 fund
25 for allowed costs. Within 45 days after the date an invoice is
26 submitted to the commission, the commission shall approve, either
27 in whole or in part, or deny the invoice.

1 (c) ~~6.0% shall~~ **5.5% MUST** be available to PSAPs for training
2 personnel assigned to 9-1-1 centers. A **PUBLIC SAFETY AGENCY OR**
3 **COUNTY SHALL MAKE A** written request for money from the fund ~~shall~~
4 ~~be made by a public safety agency or county~~ to the committee. The
5 committee shall semiannually authorize distribution of money from
6 the fund to eligible public safety agencies or counties. A public
7 safety agency or county that receives money under this subdivision
8 shall create, maintain, and make available to the committee upon
9 request a detailed record of expenditures relating to the
10 preparation, administration, and carrying out of activities of its
11 9-1-1 training program. ~~Money~~ **AN ELIGIBLE PUBLIC SAFETY AGENCY OR**
12 **COUNTY SHALL REPAY TO THE FUND ANY MONEY** expended by ~~an eligible~~
13 **THAT** public safety agency or county for a purpose considered
14 unnecessary or unreasonable by the committee or the auditor
15 general. ~~shall be repaid to the fund.~~ The commission shall consult
16 with and consider the recommendations of the committee in the
17 promulgation of rules under section 413 establishing training
18 standards for 9-1-1 system personnel. Money ~~shall~~ **MUST** be disbursed
19 on a biannual basis to an eligible public safety agency or county
20 for training of PSAP personnel through courses certified by the
21 committee only for either of the following purposes:

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

23 (ii) To provide in-service training to employees engaged in 9-
24 1-1 service.

25 (d) ~~1.88% shall~~ **1.5% MUST** be credited to the department of
26 state police to operate a regional dispatch center that receives
27 and dispatches 9-1-1 calls, and ~~1.87% shall~~ **3% MUST** be credited to

1 the department of state police for costs to administer this act and
2 to maintain the office of the state 9-1-1 coordinator.

3 (E) 21.5% SHALL BE AVAILABLE FOR REIMBURSEMENT BY THE
4 COMMITTEE ONLY FOR THE FOLLOWING PURPOSES:

5 (i) GRANT MATCH FOR STATEWIDE OR REGIONAL IP-BASED 9-1-1
6 PROJECTS.

7 (ii) INVOICES SUBMITTED BY COMMITTEE-APPROVED IP-BASED 9-1-1
8 SERVICE PROVIDERS FOR THE COSTS RELATED TO IP-BASED 9-1-1 EMERGENCY
9 SERVICE.

10 ~~—— (5) For fiscal year 2010-2011 only, an amount not to exceed~~
11 ~~\$1,700,000.00 is distributed to the department of state police for~~
12 ~~an integrated IP-based 9-1-1 mapping system in this state. The~~
13 ~~money distributed under this subsection is for the restricted~~
14 ~~purpose of matching funds for the state's award of a grant under~~
15 ~~the grant program established under the federal ensuring needed~~
16 ~~help arrives near callers employing 911 act of 2004 to be used~~
17 ~~solely for the acquisition and deployment of a state integrated IP-~~
18 ~~based 9-1-1 mapping system. All costs associated with the state~~
19 ~~integrated IP-based 9-1-1 mapping system including, but not limited~~
20 ~~to, its construction, administration, and maintenance shall only be~~
21 ~~paid from money distributed under this subsection and any federal~~
22 ~~grant money.~~

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

1 (5) AN IP-BASED 9-1-1 SERVICE PROVIDER THAT HAS BEEN APPROVED
2 BY THE COMMITTEE AS MEETING STANDARDS-BASED CRITERIA SET BY THE
3 COMMITTEE MAY SUBMIT AN INVOICE TO THE COMMITTEE FOR REIMBURSEMENT
4 FROM THE EMERGENCY 9-1-1 FUND FOR ALLOWED COSTS. WITHIN 90 DAYS
5 AFTER THE DATE AN INVOICE IS SUBMITTED TO THE COMMITTEE, THE
6 COMMITTEE SHALL APPROVE, EITHER IN WHOLE OR IN PART, OR DENY THE
7 INVOICE. ANY COST REIMBURSEMENT ALLOWED UNDER THIS SUBDIVISION MUST
8 NOT INCLUDE A COST THAT IS NOT RELATED TO IP-BASED 9-1-1 EMERGENCY
9 SERVICE.

10 (6) THE COMMITTEE SHALL ESTABLISH A SUBCOMMITTEE TO REVIEW
11 INVOICES SUBMITTED BY IP-BASED 9-1-1 SERVICE PROVIDERS AND MAKE
12 RECOMMENDATIONS TO THE COMMITTEE FOR APPROVAL OR DENIAL OF PAYMENT.
13 THE SUBCOMMITTEE WILL REMOVE IP-BASED 9-1-1 SERVICE PROVIDER
14 INFORMATION THAT IS CONSIDERED CONFIDENTIAL OR PROPRIETARY.

15 (7) FUNDS GENERATED BY THE FEE IN SECTION 401A IN EXCESS OF
16 \$37,000,000.00 ANNUALLY MUST BE RESERVED FOR DISTRIBUTION COMMITTEE
17 APPROVED COSTS UNDER SUBSECTION (4) (E) .

18 (8) ~~(7)~~—Money received by a county under subsection (4) (a)
19 ~~shall~~**MUST** be distributed by the county to the primary PSAPs
20 geographically located within the 9-1-1 service district by 1 of
21 the following methods:

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

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

26 (c) If distribution is not provided for in the 9-1-1 service
27 plan under subdivision (a) or by agreement between the county and

1 public agency under subdivision (b), then according to the
2 population within the geographic area for which the PSAP serves as
3 primary PSAP.

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

7 (9) ~~(8)~~The commission shall consult with and consider
8 recommendations of the committee in the promulgation of rules under
9 section 413 establishing the standards for the receipt and
10 expenditure of 9-1-1 funds under this act. Receipt of 9-1-1 funds
11 under this act is dependent on compliance with the standards
12 established under this subsection.

13 Enacting section 1. This amendatory act takes effect July 1,
14 2017.

STATE OF MICHIGAN

STATE 911 PLAN



Compiled and Presented by the
Emerging Technology Subcommittee
Adopted by the State 911 Committee on June 14, 2017

FEBRUARY 21, 2017
REVISION
3.0

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1. EXECUTIVE SUMMARY

1.1 Background and Purpose Summary

Providing optimum 911 services for its citizens is a long established priority for the state of Michigan. For more than 30 years, a collaboration of legislators, state and county personnel, Public Safety Answering Point (PSAP) agencies, and telecommunication providers have worked together to provide the necessary enhanced 911 framework. This framework is a multi-dimensional system composed of landline, wireless, and internet communication providers that allows delivery of 911 calls through a complex network of routers, switches, databases, and emergency dispatch communication centers. All parts of this network must be able to seamlessly integrate and interact with each other.

Just as 911 technology continues to evolve and change, the Michigan laws that determine the architectural network, 911 legislative and regulatory oversight, training standards, and funding mechanisms need to transform and adapt. The state statutes that provide 911 funding mechanisms will sunset in December 2021.¹ However, changes to Michigan's 911 funding stream and the subsequent impact on the continued migration from a legacy system to a Next Generation 911 (NG911) Internet-Protocol (IP) system must be immediately addressed. The State 911 Plan is one more tool to help guide Michigan through this process by providing professional vision and leadership that will lead Michigan to a NG911 system. The plan is designed to be used by all the 911 stakeholders, state/county/local 911 authorities, and emergency communication centers. Local law enforcement, fire services, emergency medical service (EMS), Homeland Security, military officials, and State and Federal legislators may also utilize this planning aid.

The State 911 Plan continues to identify and monitor Michigan's 911 goals and objectives. It is a "living document" that will be updated as needed. Since the adoption of the State 911 Plan, the updates have identified a decrease in the number of Michigan PSAPs. Adoption of a statewide plan for the coordination and implementation of 911 allows Michigan to apply for Federal funds, and allowed Michigan to receive matching funds for the Federal ENHANCE 911 Act Geographic Information System (GIS) grant in 2010.

Michigan's 911 service is enabled and governed by Public Act 32 of 1986² and its subsequent amendments. This Act created the State 911 Committee and provided the mechanism for the public/private collaboration of subject matter experts that have worked to identify and resolve numerous key 911 issues.³ Recommendations from the State 911 committee and its various subcommittees have been incorporated into several 911 statutes.⁴

Since the 1980s, Michigan has moved from receiving and processing wireline Enhanced 911 (E911) calls, through Enhanced Phase I and Phase II (wireless call processing and routing), through its deployment of Voice over Internet Protocol (VoIP) 911 calls, to its current deployment of NG911.

Soon, Michigan's 911 framework will have to provide access to public emergency services by any communication device in any format, both voice and data, including text messaging, video, photographs, and automatic crash notification. A comprehensive feasibility study of NG911 (Internet Protocol IP-Based network) was completed by the Kimball Corporation in 2009.

The State 911 Committee requested that the Emerging Technology Subcommittee assist the State 911 Administrator in the development of the Plan.

The subcommittee conducted independent research and utilized information compiled by Kimball Corporation (IP-Based feasibility study) to assist in developing the initial plan, which was approved by the State 911 Committee in September 2011. The 2017 revision will follow a similar approval procedure.

¹ P.A. 379 of 2008 <http://legislature.mi.gov/documents/2007-2008/publicact/pdf/2008-PA-0379.pdf>

² P.A. 32 of 1986 <http://legislature.mi.gov/doc.aspx?mcl-act-32-of-1986>

³ MCL 484.1712

⁴ P.A. 249 of 2006 <http://legislature.mi.gov/documents/2005-2006/publicact/pdf/2006-PA-0249.pdf>

2. INTRODUCTION

This section will provide a brief background of Michigan's 911 system and an introduction to the 911 Plan and its purpose.

2.1 National Overview of the History and Background of 911

The concept of a nationwide emergency telephone number was first adopted in Great Britain in 1937. In the United States in 1967, President Johnson's Commission on Law Enforcement and Administration of Criminal Justice recommended a nationally uniform three-digit emergency telephone number. In November of that year, the FCC met with the American Telephone and Telegraph Company (AT&T) and shortly thereafter AT&T announced it had reserved the numbers 911 for emergency use nationwide.

The nation's first 911 system was implemented by the Alabama Telephone Company in Haleyville, Alabama. On February 16, 1968, Alabama Speaker of the House, Rankin Fite, made the first 911 call from the Haleyville City Hall. Congressman Tom Bevill answered the call on a red telephone located in the police department.⁵

When 911 service was first introduced, 911 calls were sent to a single destination based on the caller's telephone exchange. Since there was little or no correlation between a telephone exchange boundary and the emergency responder's jurisdiction, a 911 call could end up at a Public Safety Answering Point (PSAP) that did not serve the caller's location. This early 911 service, now known as Basic 911, did not provide any telephone number or location information with the call. It was a voice service only; the caller had to provide his or her location and call back information.

Significant advancement in 911 technology occurred with the introduction of E911 in the 1980s. This level of service enabled a 911 call to be selectively routed to the PSAP serving the caller's location, and delivered that call with Automatic Number Identification (ANI) and Automatic Location Identification (ALI). Other features, such as selective transfer, further streamlined the call handling process.

The pace of change in telecommunications technology continues to increase rapidly. Voice over Internet Protocol (VoIP), text messaging, and picture messaging are being enthusiastically adopted by consumers for their everyday communications – and these same consumers expect to be able to use these technologies to communicate with 911.

2.2 Overview and Background of Michigan 911

In 1986, the Michigan Legislature enacted Public Act 32, also known as the Emergency Telephone Service Enabling Act and commonly referred to as PA 32 in the Michigan 911 community. While there had been 911 programs in several jurisdictions throughout the state, PA 32 facilitated the onset of enhanced 911 systems through the state. Public Act 32 set out several requirements for the establishment of 911 systems, including empowering counties as the local unit of government to enact the 911 plan and serve as 911 in the service districts⁶; provisions for the telephone service providers to recover recurring and non-recurring costs through a technical surcharge on the service subscribers and, minimally, system requirements for operational, managerial, technical, and fiscal considerations. The act also required that plans identify the Public Safety Answering Points (PSAPs) within the service district, public notice and hearing for the initial plan and subsequent changes to it, and provisions for units of government to "opt out" of participation in the plan. PA 32 also established the Emergency Telephone Service Committee⁷ to provide guidance on policy and technical issues regarding 911.

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

⁵ Alabama Chapter of NENA website, "World's First 911 Call" http://www.al911.org/first_call.htm (April 18, 2008)

⁶ Wayne County is recognized by PA 32 as the exception and it has four separate service districts. These service districts are: Conference of Western Wayne, Conference of Eastern Wayne, Detroit, and Downriver Mutual Aid.

⁷ PA 165 of 2007 removed the word "telephone" from the committee's title to reflect changing technology. It is now commonly known as the State 911 Committee (SNC).

PA 29 of 1994:

- Permitted counties to enact operational surcharges by geographical boundaries of the county by commission vote⁸, ballot proposal⁹, or a combination of the two¹⁰.
- Gave powers of county commission to establish an emergency 911 district board for a consolidated dispatch and determine that board's scope of authority.

PA 78 of 1999:

- Imposed a surcharge on wireless devices for the purposes of implementing Phase I and II wireless 911.
- Established a cost recovery mechanism for wireless providers to deliver wireless 911.
- Set amounts for distribution of wireless surcharge to counties for costs of 911 service and to PSAPs for training dispatch personnel.

PA 244 of 2003:

- Set deadlines for counties to deploy Phase I and II wireless 911.
- Funded the State 911 Office.
- Set date to end cost recovery for wireless providers.

PA 164 & 165 of 2007:

- Changed local landline operational 911 surcharge to a local "all-device" surcharge.
- Changed statewide wireless 911 surcharge to a statewide "all-device" surcharge.
- Gave rulemaking to the Michigan Public Service Commission over Multi-Line Telephone Service (MLTS) location information, 911 dispatcher training, and standards for operational policies for PSAPs, and receipt and use of 911 funds.

PA 379 of 2008:

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

PA 269 of 2010:

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

PA 260 of 2012:

- Requires a retailer to collect a prepaid wireless 911 surcharge at the point-of-sale at a rate of 1.92%.

By October 2005, every county in the state of Michigan except for one had county wide enhanced 911 services, and by the end of 2005 all counties in the state were capable of processing wireless Phase II calls. In May 2008, the final county without enhanced 911 became fully enhanced with 911 service, making the state of Michigan fully capable of enhanced 911 for both landline and wireless 911.

In addition to the statewide delivery of enhanced 911 on both wireless and landline communications services, the 911 system in Michigan has also reached broad delivery of VoIP 911 and telematics 911 routing, and an interim text-to-911 solution has been deployed in many counties. Even with this progress, changes in technology are presently being experienced by Michigan's 911 community, as 911 centers move toward NG911. New forms of emergency communications, such as text messages, streaming video and video relay services (VRS). While the current Publicly Switched Telephone Network (PSTN) had been able to accommodate wireless and VoIP technologies through system adaptations, it does not have the capacity or functionality to accommodate digital communications. Evolving technologies and the expectations of the public to access 911 through them, including the speech and hearing

⁸ Up to 4% of the highest monthly base rate in the service district, not to exceed \$.80.

⁹ Up to 16% of the highest monthly base rate in the service district, not to exceed \$3.20.

¹⁰ Total not to exceed \$4.00.

impaired community that rely on data messages rather than voice, have made it clear that the current 911 network is no longer adequate.

The purpose of this plan is to outline the process toward a NG911 system that is capable of delivering and transferring a 911 call for help on any device, through voice, data, or both, that can initiate a 911 call within the state. It is also the purpose of this plan to address operational issues that the State 911 Committee recognizes as key to the successful overall delivery of 911 in the state. It is the intent of the State 911 Committee to leverage all resources available to the 911 community to reach that end.

Those resources include: funding, through both state and federal sources; the utilization of impartial contracted services¹¹; and the long-standing collaborative system involving stakeholders at every level in the 911 community. Michigan's 911 history is a demonstration of progress and adaptability. As we move into the challenges of NG911, this next chapter in technology, we will continue that legacy.

3. CURRENT 911 ENVIRONMENT

3.1 Current Legislative and Regulatory Environment and Program Structure

The state-level 911 coordinating function is led by the State 911 Committee, which is a statutorily created committee under Michigan's Public Act 32 of 1986, as amended. The Committee is tasked with providing assistance in the implementation of 911 systems in Michigan.

Administrative support to the State 911 Committee is provided by the State 911 Administrator's Office located in the Michigan State Police (MSP) Support Services Bureau (SSB). The Committee may recommend technical and operational standards for PSAPs and model 911 systems, as well as provide assistance for the design, implementation and operation of those systems. The Committee does not have rulemaking authority. That authority rests with the Michigan Public Service Commission (MPSC), in consultation with the Committee, for the following specific 911 matters:

- Uniform policies, procedures, and protocols for 911 services in counties and Public Safety Answering Points (PSAPs) in the state.
- Training standards for PSAP personnel.
- Standards for the receipt and use of 911 funds.
- Requirements for multi-line telephone systems.

The mechanisms for coordinating the implementation of 911 system(s) and monitoring those operations and progress by the Committee include a diverse set of subcommittees. These subcommittees, which make recommendations to the Committee, draw from both the public and private sectors of the 911 community in Michigan. The subcommittees include Emerging Technology, Certification, Dispatcher Training, Policy, and Legislative Action. Subcommittees often utilize additional work groups for matters requiring more specific technical and policy input. Participation in these groups is guided by the Committee by-laws. Subcommittee meetings are posted in advance, are open to the public, and work group participation is active and encouraged. Activity of the Committee and its subcommittees are posted on the State 911 web site at www.michigan.gov/snc.

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

Michigan has recently updated its 911 statute (PA 379 of 2008) and it recognizes that updates will likely be needed based on the progress of the NG911 system in Michigan. An annual report on the status of Michigan 911 is presented to the legislature each year, as well as legislative recommendations which may need to be considered in the forthcoming year.

¹¹ Under PA 164 of 2007, MCL 484.1408(5) appropriated \$500,000 for a feasibility study for an IP-based 911 system in Michigan. In 2008, the state contracted with the Kimball Corp. to conduct that study. The final recommendations were presented to the State 911 Committee in December 2009. In March 2010 the contract with the Kimball Corp was extended to include assistance with the development of a plan to migrate to a NG911 system.

3.2 Current 911 Technology

3.2.1 Overview

Michigan currently has three 911 Service Providers which may change as NG911 is deployed.

- AT&T – providing service in the Lower Peninsula only.
- Frontier Communications – providing service in the Lower Peninsula only
- Peninsula Fiber Network, LLC (PFN) – providing service in both the Upper and Lower Peninsulas.

AT&T is the 911 Service Provider for 145 Primary, 5 Secondary, and 23 Back-up (combination of fully featured and voice only) PSAPs. AT&T also provides trunk routing to 13 Frontier-hosted Primary PSAPs.

Frontier Communications is the 911 Service Provider for 22 Primary PSAPs, and 4 back-up PSAPs. Frontier Communications also provides trunk routing to 16 AT&T-hosted Primary PSAPs, 2 AT&T-hosted Secondary PSAPs, and 1 AT&T-hosted Back-up PSAP.

Peninsula Fiber Network is the 911 Service Provider for 21 Primary PSAPs and 2 back-up PSAPs. PFN has established interoperability trunk routing to four of the seven legacy selective routers for PSAP transfers between 911 providers.

3.2.2 Landline E911 Infrastructure

3.2.2.1 System Level of Service

All subscribers of communication service providers are served by PSAPs capable of receiving and processing Enhanced 911 calls.

3.2.2.2 PSAPs

PSAPs utilize multiple CPE vendors throughout the state.

The majority of the PSAPs have their wireline and wireless traffic delivered via one incoming trunk group from their respective 911 service provider.

3.2.2.3 LEC 911 Selective Routers

AT&T uses five Lucent 5 ESS 911 tandem switches in Michigan's Lower Peninsula located in Ann Arbor, Bay City, Cadillac, Grand Rapids, and Rochester.

Frontier Communications uses a Lucent 5ESS 911 tandem switch in Muskegon, a Nortel DMS100 911 tandem switch in Alma, a CML ECS1000 tandem switch in Bellaire, and a CML ECS1000 tandem switch in Adrian.

Peninsula Fiber Network uses four INdigital Emergency Services Routing Proxies (ESRP) located in Baraga, Munising, Southfield and Grand Rapids. Unlike the more traditional selective routers, this routing mechanism is in line with NG911 standards and capable of NG911 features and functions.

3.2.2.4 ALI Database

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

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

Peninsula Fiber Network provides ALI service to Michigan PSAPs through redundant ALI databases located in Baraga, Munising, Grand Rapids, and Southfield.

The state statute authorizes each county board to implement a county 911 plan. The plan is then required to designate the Operational, Fiscal, Technical, and Managerial consideration of that county's 911 system. This includes designation of the PSAPs, services providers, and the funding for the 911 structure within the county. All eighty-three (83) counties in Michigan have a 911 service plan in place and provide enhanced 911 for wireline, wireless Phase II, and VoIP. There are one hundred forty-three (143) PSAPs networked in the state and five (5) secondary PSAPs.

3.3 Economics

3.3.1 Current Funding Mechanisms

In 2007, Michigan amended its 911 statute to require all communications services that can provide access to 911 to collect and remit the 911 surcharge, regardless of technology. This was a significant advancement as it broadened the surcharge base by making it technology neutral, which will help provide a more solid foundation for the future.

Under MCL 484.1401, Michigan currently has three statutory funding provisions for 911: 1) a statewide "all devices" surcharge, 2) a county "all devices" operational surcharge, and 3) a technical fee (wireline based).

Michigan's statewide 911 surcharge is set forth in MCL 484.1401; it is collected by the communication service providers and remitted to the Michigan Department of Treasury (Treasury). A separate fee on pre-paid wireless services is also remitted to the Treasury. The Treasury is responsible for the financial distribution of those funds. This includes processing remittances from the communications service providers; depositing them into the Emergency 911 Fund; distributing the funds to the counties, LECs, and the PSAPs as directed by the Committee; and accounting for all transactions from the 911 Fund.

Funds generated by the State 911 surcharge of \$0.19 on all devices that can access 911 are outlined in MCL 484.1408 and distributed as follows:

- 82.5% - To counties distributed in two manners: 40% on an equal share basis and 60% on a per capita basis.
- 7.75% - To fund 911 network costs for delivery of wireless calls to PSAPs as approved through the MPSC case U-14000.
- 6.0% - To 911 training program.
- 1.87% - To administer the act and fund the State 911 Office.
- 1.88% - To the Michigan State Police (MSP) to operate a regional dispatch center that receives and dispatches 911 calls.

In addition to 911 surcharges, some counties in Michigan also use general fund money to support PSAP operations. Other counties utilize special millage funds (a voter-approved tax rate on property, expressed in mills per dollar of value of the property) to support their 911 programs.

Michigan statute, under MCL 484.1401, also provides for a technical charge that allows landline providers within the 911 service district to assess an emergency telephone technical charge on their subscribers to cover the cost to provide the E911 network, databases, and trunking in that 911 service district. The amount is calculated by dividing the provider's actual costs by the number of exchange access facilities within the 911 service district. The landline provider can bill and keep the technical charge. The Telecommunications Association of Michigan (TAM) contracts with a CPA firm (McCartney and Associates) to conduct a true up at the end of each year, and each provider pays its portion of the accounting costs.

3.3.2 Current Revenues and Costs

Using the information available to the State 911 Committee in 2015, the operational costs to the counties for providing 911 was approximately \$240,529,770.46 (Baraga County did not report) and was funded to the total of \$257,312,334.71 by the sources as follows:

Category	2015 Amount	2014 Amount
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Total Budget	\$ 240,529,770.46	\$ 210,173,760.73
Local Operational Surcharge	\$64,755,058.74	\$60,606,236.97
Millage	\$33,018,238.38	\$31,958,730.33
General Fund	\$114,742,581.20	\$72,910,563.50
State	\$24,396,873.69	\$22,986,774.39
Other Revenues* *Sources include: grants, interest earned, sale of equipment, tower rental, etc.	\$20,399,582.70	\$10,043,380.77

While not all landline providers participate in the technical surcharge pooling process, based on the annual accounting of the landline providers and the “true up” performed by McCartney and Associates, the estimated total figure for technical costs in 2015 was \$7,028,674. However, information was not provided to the State 911 Committee by Baraga County. Wireless and VoIP 911 technical costs cannot be determined because they are self-recovered and unique to each provider.

3.3.3 Next Generation Considerations

The costs of NG911 are not known at this time, nor has the final method of a Next Generation solution been determined. The methods for initiating implementation are spelled out in further detail in Section 9 of this plan.

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

The statutory framework of the distribution of state-collected 911 funds is detailed in section 3.4.1 above. MCL 484.401b(14) recognizes the allowable and disallowable uses of the 911 funds collected by the counties and the state. That list is included as Appendix B and generally states:

Allowable Uses:

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

3.3.5 Allocation of Federal Funding

At this time, federal funding of 911 systems in Michigan has been limited and usually in the form of Homeland Security grants through local Emergency Management programs. These projects, while very beneficial, have been local either at the county or municipal level, and are limited in scope and size. Any federal funding received as a part of the

implementation of this plan's goals and objectives towards NG911 (see Section 5 on page 15) will be utilized within the requirements of the receipt of those funds.

4. FUTURE ENVIRONMENT

4.1 Vision Statement

Michigan shall utilize evolving technology to enable all PSAPs to receive, process, and dispatch 911 requests for emergency services effectively and efficiently to meet the needs of the citizens, public safety, and the service providers.

4.2 Services and Capabilities

Michigan PSAPs will maintain their current excellent standard of 911 service delivery as they migrate to Next Generation 911 (NG911). Historically, governance and control of 911 at the County level of government has proven efficacious in Michigan, as County Boards of Commissioners are in the best position to understand the needs and operations of the local emergency services providers and citizens. However, new regional or other models of governance and control may emerge as technology evolves.

With migration to the NG911, Emergency Services Internet Protocol-enabled network (ESInet), access will be enabled to public emergency services by any communication device and will enhance response by providing responders access to video, photographs, automatic crash notification data, and other data files.

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

4.3 Infrastructure, Equipment and Technology

The National Emergency Number Association (NENA) defines NG911 as “A system comprised of Emergency Services IP networks (ESInets): IP-based Software Services and Applications, Databases and Data Management processes that are interconnected to Public Safety Answering Point premise equipment. The system provides location based routing to the appropriate emergency entity. The system uses additionally available data elements and business policies to augment PSAP routing. The system delivers geodetic and/or civic location information and the call back number. The system supports the transfer of calls to other NG911 capable PSAPs or other authorized entities based on and including accumulated data. NG911 provides standardized interfaces for call and message services, processes all types of emergency calls including non-voice (multi-media) messages, acquires and integrates additional data useful to call routing and handling for appropriate emergency entities. NG911 supports all E911 features and functions and meets current and emerging needs for emergency communication from caller to Public Safety entities.”

Michigan will achieve NG911 through a phased approach, including the development of local and regional intranets capable of supporting an IP-Based 911 system; the development of public and/or private networks capable of transferring IP data between and among local networks; the development of appropriate interlocal agreements and supporting legislation; the technology to interconnect multiple networks seamlessly; and the replacement of PSAP Customer Premises Equipment (CPE) with equipment capable of receiving and processing IP data, resulting in a statewide interconnected and interoperable system of local, regional, and national emergency services networks.

Considerations are:

- Infrastructure must be scalable and extensible.
- Infrastructure must be public safety grade, i.e. it must meet a higher level of availability, resiliency, reliability, security, and survivability than non-mission critical enterprise network infrastructure.
- Not all PSAPs/counties/regions will migrate at the same time. The legacy network and selective routers supporting the circuit switched network must continue to function. In concept, the legacy system would eventually connect to an ESInet gateway and convert legacy wireline/wireless 911 calls from analog into Session Initiation Protocol (SIP), attaching the caller's location information and presenting the call to the ESInet.
- Local, regional, and state ESInets must avoid potential single points of failure. Lack of redundancy and diversity in the 911 network can impact the reliability of 911 systems.
- There must be sufficient bandwidth and speed for data sharing between PSAPs.

- Existing state-wide GIS data services should be considered for database sharing across the network using centralized databases while existing systems should be interfaced as deemed necessary. The network's increased capacity and speed will allow efficient transfer of mapping, CAD, and CPE call data for use in NG911.
- Regional 911 ESInets will require connectivity and plans should be carefully established. Plans and agreements should also be established for 7 X 24 X 365 monitoring and maintenance on interconnected ESInets.

4.4 Operations, Staff, and Training

Operations, staffing and training are the responsibility of the Michigan PSAPs, within the guidelines and standards established by the Michigan Public Service Commission upon recommendation of the State 911 Committee. It is critical that PSAP Administrators remain current on evolving multimedia technology and standards throughout the transition to NG911 and adjust operational procedures and policies, staffing levels, and training programs accordingly.

4.5 Governance

Governance and control of 911 has historically resided with the County Board of Commissioners, local governmental entities, and Authority Boards. It is envisioned that this model will continue, although evolving technology may lead to regional or other cooperative governance mechanisms.

The Michigan statute (PA 32 of 1986, as amended) defines a Consolidated Dispatch within a 911 Service District and the mandatory members of an Authority Board governing such an entity. Other models may evolve as technology reduces geographical limitations.

The State 911 Committee will monitor the maturing system and propose statutory amendments that address more flexible governance models and Committee structure as necessary.

Governance of 911 should not only focus on the basics of how and who oversees the provision of services, but also provide broad guidance on a statewide basis given Michigan's "local" control environment of today. Items that should be considered in future rule making with evolving technology and competition in the provision of 911 services should include, but not be limited to:

4.5.1 Public Access to Emergency Communications

- Include the requirements for provision of 911 service
- Definition of emergency communications system(s)
- Definition of communications service provider
- All communications service providers are subject to 911 rules and regulations
- Requirements for multiple line telephone systems (MLTS); requirement for all new technologies to provision emergency communications services

4.5.2 Data Privacy

- Ensure privacy protections of citizens who call 911 to the extent guaranteed by statute
- Develop and maintain rules for use of 911 data for:
 - All agencies necessary to have access to the appropriate data for calls in progress
 - Outbound notification systems for public safety purposes

4.5.3 Data Service Standards

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

4.5.4 Funding to Achieve the Vision

Funding for local 911 service is historically the responsibility of the County Board of Commissioners. A number of funding mechanisms have been available to the counties, including special millages and surcharges on communication devices. The State of Michigan also collects a surcharge on communication devices, a portion of which is returned to the counties to help offset costs.

It is imperative that the NG911 ESInets be cost effective and competitive so that no additional costs are placed on Michigan taxpayers. The ability of many types of emergency services to share the ESInet should result in economies of scale. Fair cost allocation methodologies among all stakeholders will need to be developed.

Future work to ensure adequate and appropriate funding to support the provision of 911 services should include the historical groundwork already laid here in Michigan, but also look to embrace these key principles:

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

4.5.5 Stakeholder Engagement and Communications

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

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

Database Administrators must develop widely diverse databases inherent in NG911 and collaboratively develop service issue resolution and escalation, data quality assurance measures, security and data rights management.

Public information and education will be critical to the success of the implementation. The expectations of the public must be specifically established and communicated, especially throughout transitional phases during which 911 and PSAP capabilities may be different in various areas of the state.

4.5.6 Federal Government and Other National Factors

The Michigan 911 system will remain compliant with all Federal laws pertaining to 911 service.

4.5.7 Service and Application Providers

NG911 will introduce new service and application providers as needs for IP connectivity, monitoring, and maintenance evolve.

4.5.8 Infrastructure and Equipment Providers

NG911 will introduce new infrastructure and equipment providers to 911. The existing legal and regulatory environment will have to be reviewed and revised to allow: 1) architecture and technology neutrality, 2) the potential delivery of new services by non-Local Exchange Carrier service providers, 3) the extension of liability protection to current and future network service providers, and 4) the alignment of new service arrangements, costs, and funding mechanisms to support infrastructure.

4.5.9 Other Emergency Service Providers

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

4.5.10 Other related state services

The Michigan NG911 system will be interactive and capable of two-way communication, integrating a number of non-public safety private and governmental services, such as suicide hotlines, trauma centers, poison control, road,

public works, weather services, and Emergency Management. The ESInet will enable both the PSAPs and the general public to receive real time information, alerts, and warnings.

5. GOALS, OBJECTIVES, AND MEASURES

The goals of the revised State of Michigan 911 Plan for the State 911 Committee are to:

- Efficiently and properly implement the funding systems established in Public Act 32 of 1986, as amended.
- Effectively carry out the development of best practices and model policies for PSAPs, local 911 governing units, and service providers as set out in Public Act 32 of 1986, as amended.
- Develop a strategy for moving Michigan's 911 system to a Next Generation 911 platform that is IP-based and capable of processing 911 calls on a technology-neutral basis.
- Issue Request for Information (RFI) to establish identity of qualified providers for IP-based 911 network and Emergency Services Internet Protocol network (ESInet) functional elements. An RFI may result in the subsequent issuance of a Request for Proposal (RFP).

5.1 State of Michigan 911 Plan Objectives:

Objective 1: Pursue collection enforcement provisions in the statute. With continued development of reporting and reviewing of revenue data, a recommendation from the SNC to the Michigan legislature should be proposed for legislative consideration. During 2015/2016, the LAS Subcommittee developed legislative recommendations. These were presented to and approved by the SNC in June 2016. The changes are targeted to be introduced to the Legislature in 2017.

Completion Date: December 31, 2017

Measurement(s): Accountability and financial measures are included in the SNC recommendations to be implemented when the legislation is enacted.

Objective 2: Recommend, in consultation with PSAPs, the implementation of set operational standards and model policies for PSAP operations, 911 fund use, service provider 911 delivery functions, and best practices for 911 governing authorities.

Completion Date: June 30, continually reviewed

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

Objective 3: Establish a written best practice document and model policies on interoperability for PSAPs as they transition from a legacy 911 system to a NG911 system.

Completion Date: July 31, 2018

Measurement(s): Approval of a best practice document by the SNC on PSAP interoperability in a NG911 environment.

Objective 4: Make available the statewide GIS Repository to route calls through the ESInet(s) being utilized in the State of Michigan.

Completion Date: June 2017

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

Objective 5: Recommend, in consultation with PSAPs, the adoption of the NENA i3 standards for PSAP cybersecurity, as well as establishing a planned migration to the TFOPA EC3 concept for cybersecurity.

Completion Date: June 30, 2018

Measurement(s): Issuance of a cybersecurity plan and recommendation in the State 911 Committee's Annual 911 report to the Legislature.

5.2 Tracking Progress

The activity towards the accomplishment of meeting each of the goals and objectives will be included in the State 911 Administrator's quarterly report to the Committee. This will include an evaluation of the "on target" status of each goal and objective, and any corrective measures/ action plans that may be necessary for any goals or objectives that are not being met. The goals, objectives, and status of each will be included in the Committee's Annual 911 Report to the Legislature.

Successfully Completed Objective 1: Emergency 911 Service Standards for Training (AKA: Dispatcher Training Standards) were adopted and effective in December of 2012.

Successfully Completed Objective 2: Utilized the Enhanced 911 Grant to create a statewide GIS repository that houses GIS data for Michigan PSAPs. Seventy-two of Michigan counties are currently participating in the GIS repository.

6. RESOURCE ALLOCATION

The State 911 Office is under the management of the Michigan State Police, in accordance with PA 244 of 2003¹². The office provides staff necessary to carry out the duties of the State 911 Committee, to include an Administrator, assistant to the administrator, two analysts, and a student assistant.

Currently there are eighty-six (86) 911 plans in the state of Michigan (Wayne County has four emergency service districts and the other counties each have one). Each county or emergency service district oversees its 911 system as written in its plan. The State 911 Office provides guidance and oversight to the counties and districts. Staff from the office is assigned to assist specific subcommittees and workgroups of the State 911 Committee.

Much of the work done by the Committee is done via various subcommittees. These subcommittees are composed of subject matter experts from both the public (state and county/PSAP level) and private sector who volunteer their time and expertise, providing resources to the state at no charge. Existing subcommittees can guide the plan's operational standards, model policies, 911 fund use, service provider 911 delivery functions, and best practices for 911 governing authorities. Since this work is voluntary, no costs can be assessed. The knowledge and background of the subcommittee members are beneficial, and play an important role in the implementation of the Plan.

Resource allocation to meet the goals and objectives of the Plan is challenging. Comprehensive planning is needed to identify the additional workload created to fulfill the objectives to develop a system for notification, data collection, reporting, review, and compliance of the funding systems. The planning stage of the project must assess needs, rank priorities, identify the number of staff required, estimate costs, and establish a time line for various phases of the project. Until this is completed, it is difficult to determine if the current staff of the State 911 Office can manage the additional work and if the appropriate expertise is available. The State 911 Office has access to other state agencies (such as the Department of Technology, Management and Budget) that may be able to assist in the implementation of this plan.

Changes to Michigan legislation were enacted in 2007 and 2008 in an effort to provide stable 911 funding. As PSAPs are making the transition from the legacy environment to NG911, established revenue streams are coming up short. There are initiatives underway within the state to change the legislation in support of more stable funding streams for implementation and maintenance of NG911 infrastructure. When preparing the operational budget to implement the plan, it will be necessary to consider state, as well as counties' and local PSAPs' funding. Providing 911 service to Michigan residents is a county responsibility. The counties and PSAPs may need additional support staff, technical experts, and equipment to meet the Plan's goals.

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

It is important to remember the Plan will be constantly evolving as technology advances and funding mechanisms alter. The State 911 Committee continues to be proactive in its efforts to ensure 911 services for the state's residents and visitors, regardless of the format of the 911 call that is placed.

¹²Under PA 244 of 2003, MCL484.1408(4) allowed \$0.005 (½ cent) of the CMRS \$0.29 surcharge to be used by the Michigan State Police to establish the state E911 coordinator position. Under PA 165 of 2007, MCL484.1408(4)(d) that provision was changed to 1.87% of the state 911 surcharge to maintain the office of the state 911 coordinator.

7. UPDATING THE PLAN

Prior to 2009, there was no single 911 plan for the State of Michigan. Each of the state's eighty-three (83) counties prepared and maintained individual county-level (or in the case of Wayne County, four separate "Emergency Service District") plans.

The State of Michigan 911 Plan for 2009 was developed by, and will be updated by, the State of Michigan 911 Committee with assistance from the Committee's Emerging Technology Subcommittee and the State 911 Administrator. Beginning in 2009, the Plan will be included in the State 911 Committee's Annual 911 Report to the Legislature. The Plan will be reviewed and updated as needed.

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

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

8. MECHANISM(S) FOR OVERSEEING AND MANAGING THE STATE'S 911 SYSTEM

In Michigan the 911 statute, Public Act 32 (PA 32) of 1986 (as amended), serves as the central oversight mechanism for 911 in the state. PA 32 sets out the authority for which a 911 system is enacted, as well as the minimum requirements of a 911 system. Under MCL 484.1303 (2)(a)(d) these requirements include: managerial, technical, operational, and fiscal considerations.

The State 911 Committee serves as a central coordinating body for 911 policy and planning. The Committee regularly issues best practices, model policies, and evaluates operational and funding compliance by PSAPs and counties through its compliance review system. By using compliance review, the Certification Subcommittee conducts comprehensive evaluations of local 911 operations, administration, and funding use. Further information is available at: www.michigan.gov/snc.

While the Committee has limited oversight powers, PA 32 currently permits direct oversight for funding use of 911 surcharges under MCL 484.1408(4)(a). Using this authority, the Committee has established a list of Allowable and Disallowable Wireless and Wireline 911 Surcharge Expenditures. In accordance with MCL 484.1401(b)(14), any changes made to the list's language must be transmitted to the Michigan Legislature 90 days prior to becoming effective.

The Michigan Public Service Commission (MPSC), in consultation with the State 911 Committee, may promulgate rules for uniform procedures, policies, and standards for the receipt and expenditure of 911 funds [Sec. 413(1)(c)].

The State 911 Committee is also required to issue an annual report to the Michigan Legislature and Governor regarding the status of 911 in Michigan. The report is a comprehensive accounting of the status of 911 in the state. All reports issued since 2000 are available through the Committee's web site at: www.michigan.gov/snc.

Any further oversight mechanisms for the forward movement into NG911 are pending the Michigan NG911 study and the adoption of selected recommendations by the Committee and the Legislature.

As described throughout this plan, the State 911 Committee is inclusive at all levels in its processes to guide the Michigan 911 system, and encourages the participation of all stakeholders in Michigan's 911 community.

9. MECHANISM FOR INITIATING AND MONITORING AN IMPLEMENTATION PROJECT

Michigan's Landline E911 and Wireless E911(Phases I and II) implementation projects have been completed. These projects were conducted on a countywide or Emergency Service District level (i.e., Wayne County has four districts).

The focus of the 2017 Plan revision will be the implementation of a Next Generation 911 system.

The projects will be initiated and monitored by the respective County/District 911 Coordinators, State 911 Committee, and the State 911 Administrator. Based on the solution selected, the future progress of the system's components will be tracked by the State 911 Committee, the State 911 Subcommittees, and included in the State 911 Committee's Annual 911 Report to the Legislature.

Text-to-911 implementation will also be initiated and monitored by the respective county/district 911 coordinators, State 911 Committee, and the State 911 Administrator. The current status of areas receiving Text-to-911 is available on the SNC website.

Roles of the State 911 Committee and State 911 Administrator are outlined in Michigan's 911 statute (PA 32 of 1986, as amended).

Excerpts from Michigan's **EMERGENCY 911 SERVICE ENABLING ACT:**

484.1712 Emergency 911 service committee; creation; purpose; authority and duties.

Sec. 712. An emergency 911 service committee is created within the department of state police to develop statewide standards and model system considerations and make other recommendations for emergency telephone services. The committee shall only have the authority and duties granted to the committee under this act.

484.1714 Duties of committee; staff assistance.

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

- (a) Organize and adopt standards governing the committee's formal and informal procedures.
- (b) Meet not less than 4 times per year at a place and time specified by the chairperson.
- (c) Keep a record of the proceedings and activities of the committee.
- (d) Provide recommendations to public safety answering points and secondary public safety answering points on statewide technical and operational standards for PSAPs and secondary PSAPs.
- (e) Provide recommendations to public agencies concerning model systems to be considered in preparing a 911 service plan.
- (f) Perform all duties as required under this act relating to the development, implementation, operation, and funding of 911 systems in this state.

484.1601 Technical assistance and assistance in resolving dispute.

Sec. 601. The emergency 911 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 911 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.

10. CONCLUSION

This 911 Plan provides a road map for the future direction of Michigan 911. As each section has outlined, the process is accountable, proactive, and designed to move the 911 system forward.

The State 911 Committee recognizes that NG911 architecture supports an interconnected system of local, regional, and state emergency services networks, and will ultimately expand to cover the entire nation. Effective interconnection requires effective statewide planning and coordination, as well as effective interstate planning and coordination.

The State 911 Committee, through this plan - and the Committee's inclusive process - will move forward in its work to develop recommendations to drive NG911 forward. The Committee recognizes that changes in the state's 911 statutory and network environment need to occur. To that end, this Plan will be a dynamic document that is capable of reflecting those changes.

As reflected in the section on Goals and Objectives, the Committee also recognizes that, in addition to NG911, other goals such as minimum standards for dispatcher training, standard PSAP operational policies, 911 fund contribution compliance and reporting requirements are also elements in making progress in 911. The Committee has created and adopted this Plan, not to simply outline the need to plan for technical progress, but for operational progress as well.

In conclusion, the purpose of this Plan is to outline the process toward NG911 and to address operational issues that the State 911 Committee recognizes as key to successful overall delivery of 911 in the state. As it has done in the past, the Committee will continue to facilitate Michigan's 911 legacy of progress and adaptability as we move into the new challenges facing 911 in the future.

APPENDIX A - ACRONYMS

- ALI – Automatic Location Identification
- ANI - Automatic Number Identification
- APCO – Association of Public Safety Communications Officials
- CAD – Computer-Aided Dispatch
- CLEC – Competitive Local Exchange Carrier
- CPE – Customer Premise Equipment
- E911- Enhanced 911
- ECRF- Emergency Call Routing Function
- ESInet – Emergency Services Internet Protocol network
- ESZ - Emergency Service Zone
- GIS – Geographic Information System
- ILEC – Incumbent Local Exchange Carrier
- IP – Internet Protocol
- LEC – Local Exchange Carrier
- LEIN – Law Enforcement Information Network
- LIS - Location Information Server
- MLTS – Multiple Line Telephone System
- MPSC – Michigan Public Service Commission
- MSAG – Master Street Address Guide
- MSP – Michigan State Police
- NENA – National Emergency Number Association
- NG911 – Next Generation 911
- PSAP – Public Safety Answering Point
- SIP – Session Initiation Protocol
- SNC - State 911 Committee
- TCC - Text Control Center
- TFOPA – Telephony
- VoIP – Voice Over Internet Protocol

- VRS – Video Relay System

Appendix B

ALLOWABLE/DISALLOWABLE USAGE OF 911 SURCHARGE FUNDS

BY WAY OF EXAMPLE, BUT NOT LIMITATION, THE FOLLOWING COSTS ARE ALLOWABLE OR DISALLOWABLE (as approved by the STATE 911 COMMITTEE on June 23, 2016):

ALLOWABLE 911 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 911 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, and Minnesota) meals, mileage, lodging, parking, etc.

Salaries of instructors for time spent presenting approved 911 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 911 center personnel training.

Facilities, Equipment, Supplies - Allowed

Reasonable rental costs for use of the training facilities for the express purpose of conducting approved 911 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 911 Committee approved training.

DISALLOWABLE 911 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 911 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 911 SURCHARGE FUNDS

Training Sessions – Allowed

State 911 Committee approved in-state courses including interactive on-line courses and self-paced CD/DVD courses.

Out-of-state State 911 Committee approved courses. All approved expenses are allowed if state/province is adjacent to Michigan (i.e. Ohio, Indiana, Wisconsin, Ontario, Illinois, and Minnesota). Only tuition is allowed for states/provinces not adjacent to Michigan unless otherwise specifically pre-approved by State 911 Committee's Dispatcher Training Subcommittee.

State 911 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 911 Committee approved.

Out-of-state travel expenses to states/provinces not adjacent to Michigan unless otherwise specifically pre-approved by State 911 Committee's Dispatcher Training Subcommittee.

Conferences that are not State 911 Committee pre-approved.

Status of IP-911 Deployments in Michigan

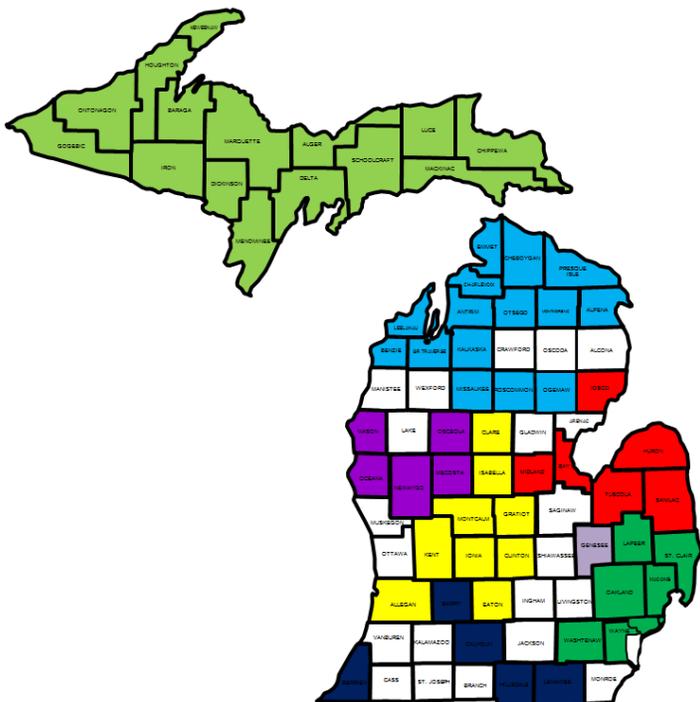
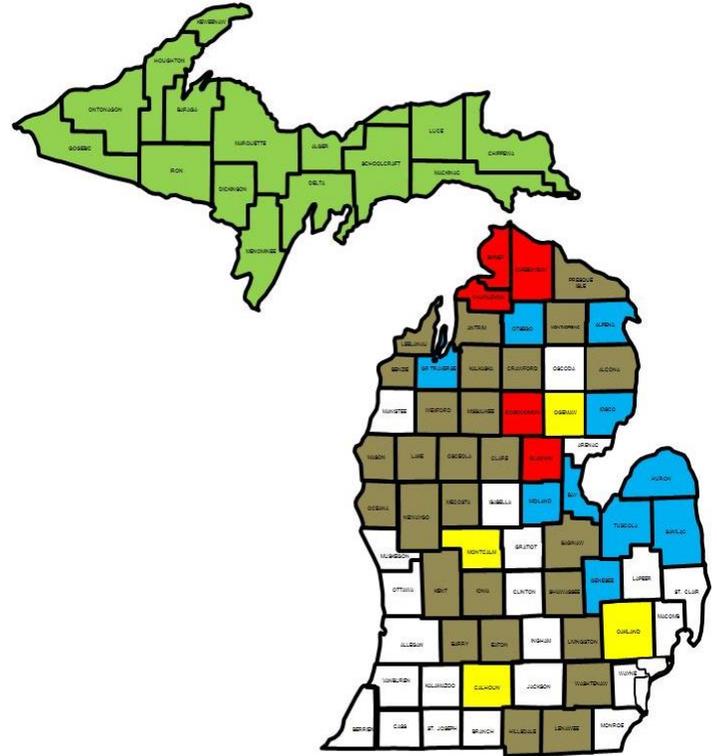
June 2017

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, 29 counties are currently receiving 911 calls via IP lines provided by Peninsula Fiber Network (PFN). An additional 32 counties have agreements in place with PFN for future deployments.

- Deployed in 2014 (15 counties)
- Deployed in 2016 (10 counties)
- Deployed in 2017 (5 counties)
- Plan to deploy within 12 months (4 counties)
- Agreement signed, deployment pending (27 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.

Multiline Telephone System Rules

Frequently Asked Questions

1. Who should I contact regarding specific questions on the MLTS Rules?

- The following questions and answers provide a general overview of the MLTS Rules. Questions regarding your specific multi-line telephone system solution should be directed to your MLTS service provider. Questions regarding your legal obligations under these rules should be directed to your legal counsel. For any additional questions, please contact the State 911 Office at mspetsc@michigan.gov.

2. What is a MLTS system?

- Multiline Telephone System is defined in Rule 2 of the MLTS Rules. "Multiline telephone system' or 'MLTS' means a system comprised of common control unit or units, telephone sets with unique telephone numbers, and control hardware and software."
- Communications Device is also defined and used throughout the rule set. "Communications device' means a device 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, cellular telephone, wireless communications device, interconnected voice over the internet device, or any other means."
- Section 405 of the Michigan 911 Act requires that the rules apply to MLTS systems regardless of the system technology. Multiline Telephone Systems can be comprised of VoIP, as well as network and premises-based systems such as Centrex, PBX, and hybrid key telephone systems. The 911 Act can be found in full at: <http://www.legislature.mi.gov/documents/mcl/pdf/mcl-act-32-of-1986.pdf>
- Multiline Telephone Systems are frequently used by institutions and businesses such as government agencies, banks, hotels, health care systems, and schools.

3. What are the MLTS Rules?

- The Multiline Telephone System Rules were promulgated in October 2011. Their purpose is to ensure that first responders receive the specific location, as defined in the MLTS Rules, of the caller when responding to 911 calls for emergency services when using a Multiline Telephone System. Section 405 of the 911 Act currently mandates a December 31, 2019, compliance date.

4. Where can I find further information on the MLTS Rules?

- Information on the rules can be found here:
http://www.michigan.gov/documents/msp/FINAL_MLTS_Guidelines_503991_7.pdf
http://w3.lara.state.mi.us/orr/Files/AdminCode/1638_2016-030LR_AdminCode.pdf

Information was also sent by the State 911 Committee to directly to a number of organizations which represent industry segments including, but not limited to, hospitals, businesses, local governments, schools and manufacturers.

5. When do the MLTS Rules go into effect?

- The rules, enacted in October 2011, were initially set to become effective on December 31, 2011, pursuant to the Emergency 9-1-1 Service Enabling Act (9-1-1 Act). However, the 9-1-1 Act was amended in December 2011, and subsequently in June 2016, to extend the deadline for compliance to December 31, 2019.

6. How are certain locations, such as state hospitals, to be handled where support staff and management don't want patient rooms to have the ability to call 911 directly?

- Rule 4 of the MLTS Rules allows for certain exemptions to the rules. If MLTS operators intend to utilize the exemptions, they must ensure that the specified requirements are met. MLTS operators may also find additional information on exemptions in the MLTS Guidelines.
- The MLTS operator should seek the advice of legal counsel when making MLTS system decisions that impact the users' access to 911.

7. How does a wireless environment meet the location requirements under the law?

- Rule 1 of the MLTS Rules provides: "These rules apply to multiline telephone system operators as defined in Part 1, Rule 2 of these rules." "Multiline telephone system' or 'MLTS' means a system comprised of common control unit or units, telephone sets with unique telephone numbers, and control hardware and software."
- Specific location is also defined in the rules: "'Specific location' means a room or unit number, or room name, or equivalent unique designation of a portion of a structure or building to which a 9-1-1 emergency response team may be dispatched, and the caller quickly located, that is not more than 7,000 square feet."

8. The MLTS Guidelines say that local public-safety entities, "can provide specific guidance as to what level of information would be sufficient for compliance." Does that mean there's a statewide set of specific guidelines that local entities are responsible for sharing or does it mean the rules will be interpreted and enforced differently by different local agencies?

- Rule 3(1) states that "The MLTS operator shall assure that the multiline telephone system is capable of routing 9-1-1 calls to the 9-1-1 network, and answered by a primary PSAP, in a manner that the calls result in accurate Automatic Location Identification (ALI) and Automatic Number Identification (ANI) that can be verified in the 9-1-1 location database and include the specific location of the communications device." MLTS operators may contact their local Public Safety Answering Point (PSAP) to see if their specific location information is being displayed as required by the rules.

9. Are all spaces within a building supposed to count toward the 7,000 square foot threshold? For example, if a community center has a building that's 10,000 square feet in total usable space but 4,000 of that is indoor tennis courts where there are no phones, does the building fall under the rules?

- The 7,000 square foot threshold only applies to occupied space. The term “occupied” is not defined in the rules. If the indoor tennis courts are considered to be an occupied space the rules apply. If the tennis courts are considered to be an unoccupied space the rules do not apply.

10. Are waivers available for businesses that find they can’t implement the rules in an economically feasible manner?

- There is no language in the rules allowing for such waivers.
- Per Rule 5 of the MLTS Rules: MLTS operators in violation of the act after December 31, 2019, must provide the commission and the committee information on the failure to meet the deadline and within 60 days of the violation provide a plan to remedy the failure within 6 months.

11. How does the PSAP know when a system isn’t in compliance without asking for the current location?

- Per Rule 5 of the MLTS Rules, it is the MLTS operator’s responsibility to notify in the event of noncompliance.
- 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 a MLTS operator's non-compliance with the MLTS Rules.

12. For customers attempting to describe an Emergency Response Location that may be larger or non-conforming, can the utilization of zones accomplish this? If so, are there pre-defined guidelines on what makes up an acceptable zone (i.e. 1,000 square feet without enclosed partitions)?

- The definition of Specific Location sets forth what constitutes compliance with the specific location requirements. “Specific location” means a room or unit number, or room name, or equivalent unique designation of a portion of a structure or building to which a 9-1-1 emergency response team may be dispatched, and the caller quickly located, that is not more than 7,000 square feet.

13. Some users may use a hosted device such as a conference phone that has an associated telephone number that can dial E-911 when plugged into an active Ethernet jack; what type of E911 requirements apply if the phone is used as a portable device, moving from one conference room to another as needed? (Only one ALI/ERL can be applied to the telephone number associated to the device.)

- See definition of Communications Device in the MLTS rules. "Communications device" means a device 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, cellular telephone, wireless communications device, interconnected voice over the internet device, or any other means.
- See also Rule 3(1). MLTS operators should also review the terms for MLTS service contained in the contract with their MLTS system provider and consult with that provider for further information.

14. What E-911 requirements apply to users who share the same telephone number over multiple telephones (shared use), possibly in different locations throughout their building(s)?

- See Specific Location Definition: "Specific location' means a room or unit number, or room name, or equivalent unique designation of a portion of a structure or building to which a 9-1-1 emergency response team may be dispatched, and the caller quickly located, that is not more than 7,000 square feet."
- See also Rule 3(1). MLTS operators should also review the terms for MLTS service contained in the contract with their MLTS system provider and consult with that provider for further information.

15. What resources has the State made available to communicate or educate businesses on the new MLTS requirements?

- The State 911 Committee, in cooperation with the State 911 Administrator's Office, developed Guidelines for assisting with the MLTS Rules. The State 911 Office, through the Michigan State Police, also issued a Press Release and has endeavored to provide notice to businesses and organizations, including those within the hospitality, educational, and medical industries.

16. What if the service provider does not have staff on-site to monitor or perform the business operations and device migrations that use of MLTS technologies enables?

- Rule 1 of the MLTS rules specifies that these rules apply to multiline telephone system operators as defined in Rule 2 of these rules. Rule 3(1) states that "The MLTS operator shall assure that the multiline telephone system is capable of routing 9-1-1 calls to the 9-1-1 network, and answered by a primary PSAP, in a manner that the calls result in accurate ALI and ANI that can be verified in the 9-1-1 location database and include the specific location of the communications device." MLTS operators may contact their local PSAP to see if the specific location information is being displayed as required by the rules. The rules do not contain any language related to issues arising between MLTS Operators and service providers which relate to the operation of the Multiline Telephone System regardless of technological solution implemented. Accordingly, additional issues that arise regarding any contractual arrangements should be addressed by the parties and their legal counsel.

17. Do these rules impact provider responsibilities for remitting 911 surcharge monies?

- These rules do not affect 911 service providers' statutory liabilities for collection and remittance of 911 surcharge monies.

18. What if my organization has a MLTS system that qualifies but does not wish to comply with the MLTS Rules?

- Rule 6 of the MLTS Rules states that MLTS operators in violation of the act after December 31, 2019, may be assessed a fine by the Public Service Commission from \$500.00 to \$5,000.00 per offense.

19. How will penalties be determined if MLTS operators do not comply with the MLTS Rules?

- The penalties outlined in Rule 6 of the MLTS Rules will be determined on a case-by-case basis as they are brought before the commission for review.

20. What if my organization cannot comply with the MLTS rules by the December 31, 2019, deadline?

- Rule 5 of the MLTS rules requires MLTS operators in violation of the Act after December 31, 2019, to provide both the Public Service Commission and the State 911 Committee information on the failure to meet the deadline and within 60 days of the violation provide a plan to remedy the failure within six months. These notifications must be sent in writing to both the State 911 Committee through the Michigan State Police (MSP) as well as the Michigan Public Service Commission (MPSC) at the following addresses:

Michigan State Police
State 911 Administrator
PO Box 30634
Lansing MI 48909

and

Executive Secretary
Michigan Public Service Commission
P.O. Box 30221
Lansing MI 48909

21. What information does a MLTS operator need to include in the notification letter to the Michigan State Police and Michigan Public Service Commission?

- Minimally, the name of the MLTS operator and contact information for the person in the business or organization responsible for MLTS compliance, the reason for non-compliance, identification of the full addresses(s) the non-compliant MLTS is in, and the estimated date that compliance is expected.

22. Does an owner with multiple locations need to submit a separate letter for each location, or can one letter noting the address of all locations be provided?

- A separate letter is not required, however the letter should identify any separate multiline telephone systems, and include the information associated with each system as listed in question 22 above. (For example, a bank with regional offices in different parts of the state that has various branches within each region. Each region would be listed with the addresses of the branches affected.)

23. How will MLTS operators' compliance with the rules be reviewed?

- MLTS operators' compliance will reviewed on a case-by-case basis. Reporting methods may vary. Businesses unable to comply by the December 31, 2019, deadline are required to report the violation per Rule 5. However, PSAPs may also communicate non-compliance to the MPSC and the State 911 Committee. Further information can also be found in the MLTS Guidelines.



RICK SNYDER
GOVERNOR

State of Michigan
STATE 911 COMMITTEE
LANSING

JEFF TROYER
CHAIR

June 16, 2017

Dear Michigan Legislators:

Please accept this letter on behalf of the 911 community in Michigan as represented by the collective membership of the State 911 Committee (SNC). As the body established by Michigan's 911 enabling legislation, Public Act (P.A.) 32 of 1986 (as amended), we are tasked with promoting the successful development, implementation, and operation of 911 systems and programs in Michigan.

A recently proposed bill, SB 314, will eliminate the Michigan Public Service Commission's (MPSC) authority over multi-line telephone system (MLTS). The SNC does not support this bill and believes that it not only pushes back the progress in 911 accessibility in Michigan, but it puts the users of a MLTS at a potential risk in the event of an emergency in a facility with multiple lines.

As a quick background on this issue, when 911 is dialed from a MLTS line that has not been updated, the call routes to a 911 center. However, the main switch of the MLTS phone system is the location that will display on the 911 operator's screen, and not the caller's exact location. This can take several different forms in its impact at the 911 center.

One type of a MLTS scenario is when a caller in a large multi-floor office building with many small offices on each floor, initiates a 911 call from office 36 on the 27th floor of 232 Main Street. Without a MLTS 911 system, the call will display at the 911 center as 232 Main Street, with no indication as to the office number or the floor number.

A second 911 scenario for a MLTS is a single switch that serves a main office as well as multiple branch or satellite offices. When 911 is initiated from one of the satellite locations, the main switch location information may display at the 911 center and not the actual location of the call. An example of this can occur if a bank teller at a branch office located at 567 Oak Street calls 911 to report an armed robbery, but the display at the 911 center indicates the call is from the main bank branch in the same city at 929 Pine Street.

A very brief history for MLTS 911 in Michigan, in 2006 the State 911 Committee was required through P.A. 249 of 2006 to provide the Michigan Legislature with a report on recommendations for 911 funding and dispatcher training. The SNC, in addition to those recommendations, also took the opportunity in its P.A. 249 Report¹ to include several other recommendations it believed were vital to a strong 911 system

¹ The P.A. 249 of 2006 Report can be found in its entirety at:
http://www.michigan.gov/documents/msp/PA249_of_2006_178037_7.pdf

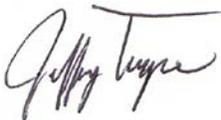
for Michigan. One of those recommendations was to institute a dispatchable location on multi-line telephone systems. In its report, legislation was recommended by the SNC to the Legislature for MLTS 911 with requirements including square footage and a ten-year implementation deadline. Rather than putting it in a statute in 2007, the Michigan Legislature gave the MPSC the rulemaking authority, based on recommendations from the SNC, over MLTS. The deadline in the statute was 2011². The MPSC met that deadline³ and the MLTS-owner community (i.e. businesses, manufacturing, education, and hospitality) asked the Legislature for a statutory extension, and P.A. 271 of 2011 extended that deadline to the end 2016.

Over the years, the SNC worked to develop guidelines and provide widespread information to the MLTS community about the rules. During that time, MLTS owners in both the private and public sector made significant investments in time and money to become compliant with the rules. In 2016 other parties within the MLTS owner community approached the Legislature for another extension of the deadline. The SNC supported the extension with the qualified position that it be the final extension and MLTS be implemented statewide by the end 2019. Subsequently, P.A. 878 of 2016 was enacted and the deadline for MLTS was extended to December 31, 2019.

Now, in this current Legislative session, proposed Senate Bill 314 seeks to repeal language in P.A. 349 of 2007. If passed, this legislation would remove all the MPSC's authority to promulgate rules related to MLTS and eliminate any requirements for vital dispatchable location information. The SNC is opposed to the legislation and the impact it will have on the 911 callers from buildings with significant square footage (7,000 sq. ft. or more per area), multiple locations on the same switch, or multiple floors at a single location. We believe the timelines posed to accommodate the requirements set forth in the MLTS rules are workable within the time of rapidly changing technology and telephone equipment replacement cycles. The SNC also believes in the public policy that has supported MLTS changes in states such as Washington, Minnesota, Vermont, and Maine.

Please join us in making Michigan a safer place to work and do business by not supporting SB 314 and continuing our forward progress to an improved 911 location accuracy for MLTS statewide.

Sincerely,



Mr. Jeff Troyer, Chair
Michigan State 911 Committee



Ms. Harriet Miller-Brown
State 911 Administrator

² P.A. 165 of 2007

³ The full MLTS rule set can be found at: http://w3.lara.state.mi.us/orr/Files/AdminCode/1638_2016-030LR_AdminCode.pdf

Appendix I
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	\$ 129,143.00	\$ 322,413.00	\$ -	\$ -	\$ 93,862.00	\$ 545,454.00	\$ 129,143.00	\$ 322,413.00	\$ -	\$ -	\$ 93,862.00
Alger	\$ 129,120.00	\$ 41,973.00	\$ 135,904.00	\$ -	\$ -	\$ 374,611.00	\$ 129,120.00	\$ 41,973.00	\$ 177,954.00	\$ -	\$ 25,564.00
Allegan	\$ 272,872.00	\$ 3,319,020.31	\$ -	\$ -	\$ 12,088.59	\$ 3,284,016.29	\$ 272,872.00	\$ 3,319,020.31	\$ -	\$ -	\$ -
Alpena	\$ 167,028.35	\$ 735,507.65	\$ -	\$ -	\$ 2,217.13	\$ 996,425.71	\$ 167,028.35	\$ 735,507.65	\$ -	\$ -	\$ 93,889.71
Antrim	\$ 147,212.00	\$ -	\$ 866,088.66	\$ -	\$ 10,615.60	\$ -	\$ 155.93	\$ -	\$ 732,370.93	\$ -	\$ -
Arenac	\$ 136,276.00	\$ 54,943.08	\$ 439,454.44	\$ -	\$ 11,034.95	\$ 706,022.68	\$ 136,276.00	\$ 54,943.08	\$ 439,454.44	\$ -	\$ 64,314.21
Baraga	\$ 126,208.00	\$ -	\$ -	\$ -	\$ -	\$ 132,166.70	\$ 132,166.70	\$ -	\$ -	\$ -	\$ -
Barry	\$ 198,165.00	\$ -	\$ 1,749,128.03	\$ -	\$ 11,033.47	\$ 1,567,122.12	\$ 129,532.07	\$ -	\$ 1,437,590.05	\$ -	\$ -
Bay	\$ 267,590.00	\$ -	\$ 1,957,656.62	\$ -	\$ 47,104.43	\$ 2,421,106.44	\$ 267,590.00	\$ -	\$ 2,106,412.01	\$ -	\$ 47,104.43
Benzie	\$ 138,600.00	\$ 748,345.00	\$ -	\$ -	\$ -	\$ 627,723.85	\$ 627,723.85	\$ -	\$ -	\$ -	\$ -
Berrien	\$ 337,810.00	\$ 682,240.00	\$ 3,746,504.00	\$ -	\$ 2,488.00	\$ 4,105,127.00	\$ 337,810.00	\$ 682,240.00	\$ 3,085,077.00	\$ -	\$ -
Branch	\$ 134,077.00	\$ 116,093.67	\$ 1,262,416.09	\$ -	\$ 158,837.66	\$ 1,056,916.06	\$134,077.00	\$116,093.07	\$ 1,012,245.42	\$ -	\$ -
Calhoun	\$ 308,106.00	\$ 776,434.36	\$ -	\$ 2,262,500.08	\$ 96,037.24	\$ 2,993,960.69	\$ 308,160.00	\$ 776,434.36	\$ -	\$ 1,909,366.33	\$ -
Cass	\$ 198,451.00	\$ 664,249.00	\$ 403,125.00	\$ -	\$ -	\$ 1,073,783.00	\$ 198,451.00	\$ 664,249.00	\$ 211,083.00	\$ -	\$ -
CCE (Charlevoix, Cheboygan, Emmet)	\$ 465,000.00	\$ 615,000.00	\$ -	\$ 1,389,739.00	\$ 139,084.00	\$ 2,608,823.00	\$ 465,000.00	\$ 615,000.00	\$ -	\$ 1,389,739.00	\$ 139,084.00
Chippewa	\$ 168,574.00	\$ 500,961.01	\$ -	\$ 38,906.14	\$ 247,131.91	\$ 955,573.06	\$ 168,574.00	\$ 500,961.01	\$ -	\$ 38,906.14	\$ 247,131.91
Clare	\$ 157,766.00	\$ 167,062.72	\$ 377,110.06	\$ -	\$ 0.77	\$ 957,363.99	\$ 157,766.00	\$ 167,062.72	\$ 377,110.06	\$ -	\$ 255,425.21
Clinton	\$ 221,279.00	\$ 1,882,595.00	\$ -	\$ -	\$ 36,881.00	\$ 3,037,779.19	\$ 221,279.00	\$ 2,816,500.19	\$ -	\$ -	\$ -
Crawford	\$ 469,753.00	\$ -	\$ -	\$ -	\$ -	\$ 442,694.00	\$ 442,694.00	\$ -	\$ -	\$ -	\$ -
Delta	\$ 165,942.00	\$ 306,703.29	\$ 246,234.09	\$ -	\$ 2,406.02	\$ 721,285.40	\$ 165,942.00	\$ 306,703.29	\$ 246,234.09	\$ -	\$ 2,406.02
Dickinson	\$ 150,913.00	\$ 203,003.83	\$ 380,564.00	\$ 110,508.00	\$ -	\$ 885,748.05	\$ 150,913.00	\$ 203,003.83	\$ 380,564.00	\$ 110,508.00	\$ 40,759.22
Eaton	\$ 269,263.00	\$ -	\$ 3,178,558.96	\$ -	\$ 50,000.00	\$ -	\$ 269,263.00	\$ -	\$ 3,178,558.96	\$ -	\$ 50,000.00
Genesee	\$ 704,537.60	\$ 5,345,748.65	\$ -	\$ 751,450.00	\$ -	\$ 6,050,286.25	\$ 704,537.60	\$ 5,345,748.65	\$ -	\$ 751,450.00	\$ -
Gladwin	\$ 150,280.00	\$ 114,443.65	\$ 684,055.15	\$ -	\$ 6,924.37	\$ 836,943.25	\$ 59,123.19	\$ 67,800.96	\$ 710,019.00	\$ -	\$ -
Gogebic	\$ 103,071.00	\$ 148,337.00	\$ -	\$ -	\$ 870.27	\$ 332,421.06	\$ 103,071.00	\$ 148,337.00	\$ -	\$ -	\$ 870.27
Grand Traverse	\$ 237,870.00	\$ 2,036,976.10	\$ -	\$ 64,293.95	\$ 4,800.00	\$ 2,340,736.79	\$ 237,870.00	\$ 2,036,976.10	\$ -	\$ 64,293.95	\$ 4,800.00
Gratiot	\$ 174,230.00	\$ 1,004,277.00	\$ -	\$ -	\$ -	\$ 1,178,507.00	\$ 174,230.00	\$ 1,004,277.00	\$ -	\$ -	\$ -
Hillsdale	\$ 180,309.00	\$ 1,016,833.00	\$ -	\$ -	\$ 47,342.00	\$ 1,328,737.00	\$ 180,309.00	\$ 1,148,428.00	\$ -	\$ -	\$ -
Houghton	\$ 165,922.00	\$ 340,007.00	\$ -	\$ -	\$ 1,435.00	\$ 445,530.00	\$ 146,134.00	\$ 299,396.00	\$ -	\$ -	\$ -
Huron	\$ 160,851.00	\$ 812,587.00	\$ -	\$ -	\$ 1,263.00	\$ 964,575.00	\$ 160,851.00	\$ 803,575.00	\$ -	\$ -	\$ -
Ingham	\$ 515,272.00	\$ 1,225,410.68	\$ 5,867,065.23	\$ -	\$ 7,086.85	\$ 7,399,080.74	\$ 515,272.00	\$ 1,225,410.68	\$ 5,665,484.91	\$ -	\$ 7,086.85
Ionia	\$ 204,869.00	\$ 1,235,062.28	\$ -	\$ -	\$ 1,589.00	\$ 1,239,088.19	\$ 204,869.00	\$ 1,034,219.19	\$ -	\$ -	\$ -
Iosco	\$ 141,066.00	\$ 946,852.00	\$ -	\$ -	\$ 469.10	\$ -	\$ 1,032,246.00	\$ -	\$ -	\$ -	\$ -
Iron	\$ 130,393.00	\$ 324,948.91	\$ -	\$ 118,000.00	\$ 98,164.86	\$ 671,506.77	\$ 130,393.00	\$ 324,948.91	\$ -	\$ 118,000.00	\$ 98,164.86
Isabella	\$ 214,094.00	\$ 779,151.49	\$ -	\$ -	\$ 69,267.58	\$ 1,232,888.66	\$ 214,094.00	\$ 779,151.49	\$ -	\$ -	\$ 239,643.17
Jackson	\$ 342,722.00	\$ 1,111,730.33	\$ -	\$ 277,117.13	\$ 39,217.00	\$ 1,769,152.88	\$ 275,352.01	\$ 1,492,035.75	\$ -	\$ -	\$ -
Kalamazoo	\$ 471,421.00	\$ 1,075,308.00	\$ -	\$ 5,117,825.00	\$ -	\$ 5,906,918.00	\$ 622,210.00	\$ 297,202.00	\$ -	\$ 4,967,222.00	\$ 20,484.00
Kalkaska	\$ 138,023.00	\$ 508,575.00	\$ -	\$ -	\$ 860.00	\$ 647,253.00	\$ 108,023.00	\$ 508,575.00	\$ -	\$ -	\$ 556.00
Kent	\$ 975,127.00	\$ 3,000,960.00	\$ -	\$ 5,168,184.00	\$ 2,323,676.00	\$ 10,694,553.00	\$ 975,127.00	\$ 2,230,768.00	\$ -	\$ 5,168,184.00	\$ 2,320,474.00
Keweenaw	\$ 116,620.00	\$ -	\$ -	\$ -	\$ -	\$ 256,201.00	\$ 256,201.00	\$ -	\$ -	\$ -	\$ -
Lake	\$ 135,060.00	\$ -	\$ 951,807.15	\$ 2,500.00	\$ -	\$ 873,614.50	\$ 3,262.89	\$ -	\$ 867,851.61	\$ 2,500.00	\$ -
Lapeer	\$ 239,777.00	\$ 1,486,361.00	\$ -	\$ -	\$ 14,808.00	\$ 1,990,984.00	\$ 239,777.00	\$ 1,450,567.00	\$ -	\$ -	\$ 640.00
Leelanau	\$ 144,583.00	\$ -	\$ -	\$ 640,025.00	\$ 120,000.00	\$ 904,608.00	\$ 144,583.00	\$ -	\$ -	\$ 640,025.00	\$ 120,000.00

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
Lenawee	\$ 256,325.00	\$ 2,020,595.67	\$ -	\$ -	\$ 2,687.69	\$ 1,711,291.57	\$ 1,711,291.57	\$ -	\$ -	\$ -	\$ -
Livingston	\$ 372,245.00	\$ 4,239,930.71	\$ -	\$ -	\$ 107,096.53	\$ 4,110,600.31	\$ 4,026,915.33	\$ -	\$ -	\$ -	\$ 83,684.98
Luce	\$ 122,979.00	\$ 41,186.20	\$ -	\$ -	\$ 7,383.35	\$ 82,042.79	\$ 30,842.53	\$ -	\$ -	\$ -	\$ -
Mackinac	\$ 129,430.00	\$ 128,431.00	\$ -	\$ -	\$ -	\$ 317,644.00					
Macomb	\$ 1,315,928.00	\$ -	\$ -	\$ 14,887,580.00	\$ 5,940,364.00	\$ 16,203,508.00	\$ 1,294,632.00	-	\$ -	\$ 14,908,876.00	\$ -
Manistee											
Marquette	\$ 209,405.00	\$ -	\$ 1,134,980.00	\$ -	\$ 4,279.00	\$ 1,507,779.00	\$ 209,405.00	\$ -	\$ 1,134,980.00	\$ -	\$ 4,279.00
Mason Oceana	\$ 306,072.89	\$ 1,110,531.14	\$ 400,129.06	\$ -	\$ 22,618.08	\$ 1,884,748.40	\$ 1,415,604.03	\$ -	\$ 400,129.06	\$ -	\$ -
Meceola (Mecosta-Osceola)	\$ 321,931.00	\$ 1,211,437.25	\$ -	\$ -	\$ 41,683.65	\$ 1,962,734.03	\$ 321,931.00	\$ 1,211,437.25	\$ -	\$ -	\$ 413,624.78
Menominee	\$ 147,903.00	\$ 530,362.14	\$ -	\$ -	\$ 63.48	\$ 678,328.62	\$ 147,903.00	\$ 530,362.14	\$ -	\$ -	\$ 94,357.88
Midland	\$ 216,933.57	\$ -	\$ 2,129,269.23	\$ -	\$ -		\$ 216,933.57		\$ 2,014,594.87	\$ -	\$ -
Missaukee	\$ 134,772.00	\$ -	\$ -	\$ 386,485.00	\$ -	\$ 594,033.00	\$ 207,548.00	\$ -	\$ -	\$ 3,860,485.00	\$ -
Monroe	\$ 330,422.00	\$ 727,570.33	\$ -	\$ 1,126,704.00	\$ -	\$ 2,184,696.33	\$ 330,422.00	\$ 727,570.33	\$ -	\$ 1,126,704.00	\$ -
Montcalm	\$ 254,979.00	\$ 1,495,707.00	\$ -	\$ -	\$ 9,112.00	\$ 1,759,798.00	\$ 254,979.00	\$ 1,495,707.00	\$ -	\$ -	\$ 9,112.00
Montmorency	\$ 113,536.00	\$ 161,477.86	\$ -	\$ 29,336.77	\$ 407.68	\$ 304,758.31	\$ 113,536.00	\$ 161,477.86	\$ -	\$ 29,336.77	\$ 407.68
Muskegon	\$ 359,799.00	\$ 544,429.00	\$ 1,267,735.00	\$ -	\$ 1,158,833.00	\$ 3,156,963.00	\$ 359,799.00	\$ 544,429.00	\$ 1,267,735.00	\$ 308.00	\$ 984,692.00
Newaygo	\$ 182,786.00	\$ 775,131.40	\$ -	\$ -	\$ 340,346.00	\$ -	\$ 201,184.53	\$ 933,461.44	\$ -	\$ -	\$ 340,346.00
Oakland	\$ 1,832,636.00	\$ 4,727,182.39	\$ -	\$ 20,081,978.00	\$ 3,530,396.00	\$ -	\$ 11,878,623.36	\$ -	\$ -	\$ 22,286,366.00	\$ 3,530,396.00
Ogemaw	\$ 144,569.00	\$ 285,365.35	\$ -	\$ 306,516.47	\$ 1,000.00	\$ 737,450.82	\$ 144,569.00	\$ 285,365.35	\$ -	\$ 306,516.47	\$ 1,000.00
Ontonagon	\$ 123,686.00	\$ 34,889.16	\$ -	\$ -	\$ 2,394.13	\$ 274,849.11	\$ 158,575.16	\$ -	\$ -	\$ -	\$ -
Oscoda	\$ 125,893.00	\$ 37,450.00	\$ -	\$ 78,739.92	\$ -	\$ 206,944.48	\$ 128,204.56	\$ -	\$ -	\$ 78,739.92	\$ -
Ostego	\$ 148,048.00	\$ 485,809.00	\$ -	\$ -	\$ 29,826.00	\$ 685,035.00	\$ 148,048.00	\$ 485,809.00	\$ -	\$ -	\$ 51,178.00
Ottawa	\$ 490,824.00	\$ -	\$ 4,357,515.00	\$ -	\$ 372,671.00	\$ 6,382,077.00	\$ 490,824.00	\$ -	\$ 5,891,252	\$ -	\$ -
Presque Isle	\$ 132,666.00	\$ 84,828.36	\$ -	\$ 13,198.00	\$ -	\$ 233,360.27	\$ -	\$ 109,162.27	\$ -	\$ 13,198.00	\$ -
Roscommon	\$ 148,503.00	\$ -	\$ 830,391.48	\$ -	\$ -	\$ 978,894.48	\$ 148,503.00	\$ -	\$ 830,391.48	\$ -	\$ -
Saginaw	\$ 402,537.00	\$ 5,132,279.00	\$ -	\$ -	\$ 1,560.00	\$ 6,071,310.00	\$ 402,537.00	\$ 5,667,213.00	\$ -	\$ -	\$ 1,560.00
Sanilac	\$ 175,142.00	\$ 181,639.00	\$ 304,084.00	\$ 250,282.00	\$ 11,400.00	\$ 940,277.73	\$ 175,142.00	\$ 181,639.00	\$ 333,214.00	\$ 221,677.00	\$ 11,400.00
Schoolcraft											
Shiawassee	\$ 214,577.00	\$ 1,396,597.35	\$ -	\$ -	\$ 5,249.89	\$ 1,484,932.90	\$ 214,577.00	\$ 1,265,106.10	\$ -	\$ -	\$ 5,249.89
St. Clair	\$ 346,612.00	\$ 1,053,602.89	\$ -	\$ 702,555.45	\$ 15,271.46	\$ 2,102,770.34	\$ 346,612.00	\$ 1,053,602.89	\$ -	\$ 702,555.45	\$ -
St. Joseph	\$ 201,137.00	\$ 130.00	\$ 905,951.00	\$ -	\$ 796,783.00	\$ 2,420,785.00	\$ -	\$ -	\$ 905,951.00	\$ -	\$ 796,783.00
Tuscola	\$ 193,180.00	\$ 1,112,678.14	\$ -	\$ -	\$ 11,368.06	\$ 1,053,263.92	\$ 1,053,263.92	\$ -	\$ -	\$ -	\$ -
Van Buren	\$ 229,779.00	\$ 1,318,970.00	\$ -	\$ -	\$ 4,141.00	\$ 1,248,906.47	\$ 1,248,906.47	\$ -	\$ -	\$ -	\$ -
Washtenaw	\$ 606,480.00	\$ 1,738,181.79	\$ -	\$ 5,908,725.30	\$ -	\$ 8,109,348.09	\$ 462,441.00	\$ 1,738,181.79	\$ -	\$ 5,908,725.30	\$ -
Wayne - Conf. of Western Wayne	\$ 1,028,062.00	\$ 2,541,293.00	\$ -	\$ 11,744,905.00	\$ -	\$ 15,314,260.00	\$ 1,028,062.00	\$ 2,541,293.00	\$ -	\$ 11,744,905.00	\$ -
Wayne - Conf. of Eastern Wayne	\$ 145,802.00	\$ 185,653.00	\$ -	\$ 978,085.00	\$ -	\$ 1,309,540.00	\$ 331,455.00			\$ 978,085.00	\$ -
Wayne - Downriver Mutual Aid	\$ 1,993,521.53	\$ 693.80	\$ -	\$ -	\$ -	\$ 5,458,203.91	\$ 2,215,485.07	\$ -	\$ -	\$ 3,242,718.84	\$ -
Wayne - Detroit Service District	\$ 542,791.69	\$ 3,282,790.22	\$ -	\$ 21,997,637.00	\$ -	\$ 25,823,218.91	\$ 542,791.69	\$ 3,282,790.22	\$ -	\$ 21,997,637.00	\$ -
Wexford	\$ 160,302.00	\$ 134,769.00	\$ -	\$ 502,760.00	\$ 18,150.00	\$ 787,833.00	\$ 82,154.00	\$ 134,769.00	\$ -	\$ 502,760.00	\$ 18,150.00
TOTAL	\$ 24,567,440.63	\$ 70,371,705.16	\$ 33,575,726.25	\$ 94,936,536.21	\$ 16,093,680.80	\$ 194,639,474.11	\$ 43,542,773.38	\$ 53,868,897.88	\$ 33,406,256.89	\$ 103,069,788.17	\$ 10,218,481.07

Appendix J
Distribution of Emergency 911 Funds to Counties
 Equal and Per Capita
Includes payments: January – December 2016

County	Net Payment
Alcona	\$ 129,186
Alger	127,268
Allegan	272,872
Alpena	155,867
Antrim	147,260
Arenac	136,276
Baraga	126,208
Barry	198,165
Bay	267,671
Benzie	138,600
Berrien	337,810
Branch	178,250
Calhoun	308,252
Cass	188,326
Charlevoix	150,649
Cheboygan	150,938
Chippewa	168,627
Clare	157,766
Clinton	221,347
Crawford	133,666
Delta	166,552
Dickinson	150,962
Eaton	267,653
Emmet	160,295
Genesee	722,501
Gladwin	150,280
Gogebic	137,030
Grand Traverse	237,943
Gratiot	174,284
Hillsdale	180,309
Houghton	165,922
Huron	160,902
Ingham	515,272
Ionia	204,933
Iosco	150,560
Iron	130,436
Isabella	214,094
Jackson	342,722
Kalamazoo	471,559
Kalkaska	138,068
Kent	975,406
Keweenaw	116,620

County	Net Payment
Lake	\$ 130,039
Lapeer	239,850
Leelanau	144,583
Lenawee	256,403
Livingston	372,356
Luce	123,020
Mackinac	129,430
Macomb	1,316,303
Manistee	148,908
Marquette	209,470
Mason	154,590
Mecosta	174,746
Menominee	147,903
Midland	233,142
Missaukee	134,772
Monroe	330,956
Montcalm	204,127
Montmorency	127,502
Muskegon	359,799
Newaygo	182,843
Oakland	1,833,155
Oceana	151,536
Ogemaw	144,569
Ontonagon	123,233
Osceola	147,185
Oscoda	125,893
Otsego	148,096
Ottawa	490,824
Presque Isle	132,666
Roscommon	148,503
Saginaw	399,818
Saint Clair	346,715
Saint Joseph	201,200
Sanilac	175,198
Schoolcraft	125,671
Shiawassee	214,577
Tuscola	193,240
Van Buren	222,601
Washtenaw	606,656
Wayne	2,717,429
Wexford	160,353
TOTAL	\$ 23,559,167

Michigan 911 County Surcharges

as compiled by the Michigan Public Service Commission Staff

Rates effective July 1, 2017

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	\$ 0.04	\$ 0.42	\$ 0.92
Allegan	\$ 0.50	\$ 0.01	\$ 3.00	\$ 3.51
Alpena	\$ 0.80	\$ 0.01	\$ 2.75	\$ 3.56
Antrim	\$ 0.80	\$ 0.02	\$ -	\$ 0.82
Arenac	\$ 0.78	\$ -	\$ 0.42	\$ 1.20
Baraga	\$ -	\$ -	\$ -	\$ -
Barry	\$ 0.61	\$ 0.03	\$ -	\$ 0.64
Bay	\$ 0.77	\$ 0.02	\$ -	\$ 0.79
Benzie	\$ 0.53	\$ 0.01	\$ 3.00	\$ 3.54
Berrien	\$ -	\$ -	\$ 0.42	\$ 0.42
Branch	\$ 0.80	\$ -	\$ 0.42	\$ 1.22
Calhoun	\$ 0.62	\$ 0.03	\$ 0.60	\$ 1.25
Cass	\$ 0.46	\$ -	\$ 1.39	\$ 1.85
Charlevoix	\$ 0.62	\$ 0.01	\$ 0.61	\$ 1.24
Cheboygan	\$ 0.62	\$ 0.01	\$ 0.61	\$ 1.24
Chippewa	\$ 0.70	\$ 0.04	\$ 1.50	\$ 2.24
Clare	\$ 0.80	\$ 0.01	\$ 1.00	\$ 1.81
Clinton	\$ 0.73	\$ -	\$ 2.75	\$ 3.48
Crawford	\$ 0.80	\$ -	\$ 2.35	\$ 3.15
Delta	\$ 0.80	\$ 0.04	\$ 0.80	\$ 1.64
Dickinson	\$ 0.80	\$ 0.06	\$ 0.68	\$ 1.54
Eaton	\$ 0.39	\$ 0.02	\$ -	\$ 0.41
Emmet	\$ 0.62	\$ 0.01	\$ 0.61	\$ 1.24
Genesee	\$ 0.70	\$ 0.01	\$ 1.86	\$ 2.57
Gladwin	\$ 0.54	\$ 0.02	\$ 0.51	\$ 1.07
Gogebic	\$ 0.78	\$ 0.04	\$ 1.30	\$ 2.12
Grand Traverse	\$ 0.68	\$ 0.02	\$ 1.85	\$ 2.55
Gratiot	\$ 0.77	\$ -	\$ 2.89	\$ 3.66
Hillsdale	\$ 0.80	\$ -	\$ 2.50	\$ 3.30
Houghton	\$ 0.80	\$ 0.04	\$ 1.10	\$ 1.94
Huron	\$ 0.80	\$ 0.02	\$ 2.20	\$ 3.02
Ingham	\$ 0.27	\$ -	\$ 0.42	\$ 0.69
Ionia	\$ 0.60	\$ 0.02	\$ 2.30	\$ 2.92
Iosco	\$ 0.68	\$ 0.01	\$ 2.10	\$ 2.79
Iron	\$ 0.80	\$ 0.06	\$ 2.70	\$ 3.56
Isabella	\$ 0.80	\$ -	\$ 3.00	\$ 3.80
Jackson	\$ 0.31	\$ -	\$ 1.50	\$ 1.81
Kalamazoo	\$ 0.33	\$ -	\$ 0.42	\$ 0.75
Kalkaska	\$ 0.77	\$ 0.01	\$ 2.52	\$ 3.30
Kent	\$ 0.32	\$ 0.01	\$ 1.15	\$ 1.48
Keweenaw	\$ -	\$ -	\$ -	\$ -
Lake	\$ 0.54	\$ -	\$ -	\$ 0.54
Lapeer	\$ 0.36	\$ -	\$ 1.55	\$ 1.91
Leelanau	\$ 0.57	\$ -	\$ 0.42	\$ 0.99

County	Technical Charge: Recurring*	Technical Charge: Nonrecurring*	County Charge**	Total
Lenawee	\$ 0.74	\$ 0.02	\$ 3.00	\$ 3.76
Livingston	\$ 0.44	\$ 0.02	\$ 1.85	\$ 2.31
Luce	\$ 0.80	\$ 0.06	\$ 0.99	\$ 1.85
Mackinac	\$ 0.72	\$ 0.04	\$ 1.48	\$ 2.24
Macomb	\$ 0.21	\$ -	\$ -	\$ 0.21
Manistee	\$ 0.56	\$ -	\$ -	\$ 0.56
Marquette	\$ 0.80	\$ 0.05	\$ -	\$ 0.85
Mason	\$ 0.80	\$ 0.02	\$ 2.09	\$ 2.91
Mecosta	\$ 0.80	\$ 0.03	\$ 2.25	\$ 3.08
Menominee	\$ 0.80	\$ 0.07	\$ 2.12	\$ 2.99
Midland	\$ 0.80	\$ 0.02	\$ -	\$ 0.82
Missaukee	\$ 0.80	\$ -	\$ 0.42	\$ 1.22
Monroe	\$ 0.42	\$ -	\$ 0.42	\$ 0.84
Montcalm	\$ 0.80	\$ 0.03	\$ 2.85	\$ 3.68
Montmorency	\$ 0.80	\$ -	\$ 1.47	\$ 2.27
Muskegon	\$ 0.50	\$ -	\$ 0.42	\$ 0.92
Newaygo	\$ 0.80	\$ 0.03	\$ 1.95	\$ 2.78
Oakland	\$ 0.38	\$ 0.02	\$ 0.32	\$ 0.72
Oceana	\$ 0.80	\$ 0.02	\$ 2.09	\$ 2.91
Ogemaw	\$ 0.58	\$ -	\$ 1.38	\$ 1.96
Ontonagon	\$ 0.79	\$ 0.02	\$ 0.51	\$ 1.32
Osceola	\$ 0.80	\$ 0.03	\$ 2.25	\$ 3.08
Oscoda	\$ 0.80	\$ -	\$ 0.45	\$ 1.25
Otsego	\$ 0.80	\$ 0.05	\$ 1.72	\$ 2.57
Ottawa	\$ 0.31	\$ -	\$ -	\$ 0.31
Presque Isle	\$ 0.80	\$ 0.01	\$ 2.00	\$ 2.81
Roscommon	\$ 0.80	\$ 0.01	\$ -	\$ 0.81
Saginaw	\$ 0.41	\$ -	\$ 2.65	\$ 3.06
Sanilac	\$ 0.80	\$ 0.03	\$ 0.44	\$ 1.27
Schoolcraft	\$ 0.74	\$ 0.02	\$ 0.30	\$ 1.06
Shiawassee	\$ 0.80	\$ 0.01	\$ 2.65	\$ 3.46
St. Clair	\$ 0.18	\$ -	\$ 0.60	\$ 0.78
St. Joseph	\$ 0.60	\$ -	\$ -	\$ 0.60
Tuscola	\$ 0.70	\$ 0.02	\$ 2.03	\$ 2.75
Van Buren	\$ 0.60	\$ 0.01	\$ 1.92	\$ 2.53
Washtenaw	\$ 0.27	\$ -	\$ 0.43	\$ 0.70
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	\$ 0.62	\$ 0.02	\$ 2.25	\$ 2.89

NOTE:

Michigan Public Service Commission Order, U-15552, of April 16, 2009, extends the \$0.19 Michigan 9-1-1 charge to also be included on customer bills and remitted to 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 2017

Association of Public Safety Communications Officials

Mr. Rich Feole

Commercial Mobile Radio Service

Ms. Yvette Collins

Department of Licensing and Regulatory Affairs

Ms. Jeanette Doll

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, Chair

Michigan Association of Ambulance Services

Mr. Dale Berry

Michigan Association of Chiefs of Police

Deputy Chief David LeValley

Michigan Association of Counties

Christian Marcus

Michigan Association of Fire Chiefs

Chief Mark Barnes

Michigan Communications Directors Association

Mr. Greg Clark

Michigan Professional Firefighters Union

Mr. Mark Docherty

Michigan Public Service Commission

Ms. Wendy Thelen

Michigan Sheriffs' Association

Sheriff Richard Behnke

Michigan State Police Troopers Association

Mr. Adam Starkweather

National Emergency Number Association

Mr. Marc Gramlich

Senate Appointee, Public Member

Ms. April Heinze, Vice Chair

Telecommunications Association of Michigan

Ms. Jennifer Greenburg

UP Emergency Medical Services Corporation

Mr. James Loeper

County Call Information Detail

County	Total Wireline 911 Calls Received	Total Wireless 911 Calls Received	Total VoIP Calls Received	Total Texts-to-911 Received	Total PSAP Non-Emergency Admin Calls (non 911 lines)	Total Incidents Dispatched
Alcona	979	2,831	45	-	18,000	4,861
Alger	829	1,871	24	25	13,124	2,975
Allegan	8,634	33,532	885	-	74,521	58,463
Alpena	8,700	14,650	9,250	-	22,500	23,852
Antrim	1,810	8,934	4	-	5,812	22,654
Arenac	10,454	-	-	-	50,000	13,694
Baraga	713	1,475	38	-	104,348	8,715
Barry	16,101	6,149	590	116	48,697	49,069
Bay	19,341	63,772	1,117	-	52,037	81,740
Benzie	1,349	4,649	56	-	23,965	13,637
Berrien	11,070	161,434	7,393	263	unk	153,316
Branch	53,489	56,743	12,000	-	98,253	54,189
Calhoun	17,721	102,452	6,451	56	123,884	177,389
Cass	17,645	2,811	-	-	151,951	37,685
CCE (Charlevoix, Cheboygan, Emmet)	16,566	53,895	1,405	-	63,937	127,067
Chippewa	7,191	14,984	404	88	47,999	32,143
Clare	3,809	17,152	308	-	9,172	40,094
Clinton	10,399	24,119	1,336	-	41,574	122,204
Crawford	857	2,644	10	-	4,826	8,823
Delta	3,226	8,161	364	9	64,490	20,084
Dickinson	1,480	4,620	278	26	35,076	15,935
Eaton	10,865	36,678	n/a	163	94,447	92,958
Genesee	23,991	313,832	26,459	890	147,957	533,983
Gladwin	11,963	5,178	-	-	86,174	16,866
Gogebic	2,129	2,102	162	39	7,280	8,641
Grand Traverse	8,644	31,306	784	-	87,898	70,423
Gratiot	4,570	13,708	-	-	48,653	46,543
Hillsdale	7,930	18,502	1,850	-	50,201	29,514
Houghton	3,325	8,077	126	104	104,348	25,280
Huron	2,537	8,949	405	-	52,737	30,316
Ingham	21,201	136,264	8,578	-	348,645	262,446
Ionia	5,081	18,245	249	91	64,789	25,358
Iosco	6,142	3,573	210	-	50,371	22,614
Iron	939	4,485	205	39	8,641	5,657

County	Total Wireline 911 Calls Received	Total Wireless 911 Calls Received	Total VoIP Calls Received	Total Texts-to-911 Received	Total PSAP Non-Emergency Admin Calls (non 911 lines)	Total Incidents Dispatched
Isabella	9,798	24,089	300	-	135,453	56,073
Jackson	21,174	94,084	8,527	1 TDD	161,548	132,981
Kalamazoo	24,470	149,499	4,149	-	329,371	233,248
Kalkaska	4,570	2,208	107	-	39,709	15,039
Kent	30,682	240,773	14,545	-	395,409	318,628
Keweenaw	286	680	9	10	104,348	1,675
Lake	5,956	2,362	191	22	14,533	20,489
Lapeer	4,843	24,510	337	106	45,804	75,587
Leelanau	2,401	8,152	-	-	26,161	14,017
Lenawee	14,027	29,292	4,354	-	125,161	102,886
Livingston	69,087	52,090	3,483	-	94,573	172,766
Luce	732	1,570	17	-	705	2,210
Mackinac	2,295	4,370	404	345	47,999	7,637
Macomb	18,083	240,676	19,117	500	335,023	480,807
Manistee						
Marquette	6,559	17,743	327	106	57,965	53,041
Mason Oceana	8,373	24,564	1,033	-	44,203	73,237
Meceola (Mecosta-Osceola)	7,718	24,928	348	-	105,308	55,545
Menominee	1,173	4,631	908	99	30,409	15,255
Midland	12,870	34,556	984	-	33,503	74,243
Missaukee	1,461	2,293	-	-	8,301	5,192
Monroe	9,166	101,400	2,085	-	-	95,358
Montcalm	4,507	20,466	241	-	123,690	53,657
Montmorency	1,439	2,793	6	-	2,934	7,172
Muskegon	20,532	132,917	13,060	-	-	283,984
Newaygo	18,210	36,420	306	-	84,696	33,590
Oakland	92,486	518,399	38,572	1,630	1,169,220	962,288
Ogemaw	3,282	6,549	226	-	50,000+	11,702
Ontonagon	553	909	25	-	104,348	4,119
Oscoda	837	2,352	53	-	-	2,944
Ostego	3,613	10,641	105	-	12,515	23,830
Ottawa	26,632	83,322	4,469	-	118,100	118,955
Presque Isle						7,204
Roscommon	6,087	11,708	937	-	70,378	40,531
Saginaw	30,495	118,263	16,448	-	89,286	204,164

County	Total Wireline 911 Calls Received	Total Wireless 911 Calls Received	Total VoIP Calls Received	Total Texts-to-911 Received	Total PSAP Non-Emergency Admin Calls (non 911 lines)	Total Incidents Dispatched
Sanilac	2,594	10,722	428	-	89,895	45,663
Schoolcraft						
Shiawassee						60,510
St. Clair	6,859	48,370	4,354	-	196,604	124,617
St. Joseph	8,619	36,653	982	6	76,405	60,626
Tuscola	5,279	19,019	324	-	27,836	40,521
Van Buren	5,151	36,769	1,609	-	111,527	59,663
Washtenaw	23,913	205,635	23,148	-	363,675	308,217
Wayne - Conf. of Western Wayne	91,968	436,752	21,878	-	-	550,098
Wayne - Conf. of Eastern Wayne	5,269	24,295	-	-	79,563	15,499
Wayne - Downriver Mutual Aid	18,534	153,464	11,273	-		414,036
Wayne - Detroit Service District	73,454	827,418	40,695	-	222	600,144
Wexford	3,080	14,041	216	-	46,842	26,717
TOTAL	1,030,797	5,030,124	321,566	4,733	7,109,529	8,305,553

Overview of Emergency 911 Fund

As of December 31, 2016

FUND	RECEIPTS	DISBURSEMENTS	BALANCE
CMRS	\$98,897,328.82	\$93,546,658.72	\$5,350,670.10
COUNTY	126,418,541.37	124,057,194.00	2,361,347.37
COUNTY/POP	189,650,977.99	186,106,056.00	3,544,921.99
TRAINING	21,710,477.44	20,770,552.22	939,925.22
MSP	1,956,624.43	1,956,624.43	0.00
MSP 911/ETSC Admin	7,079,492.12	7,067,870.51	11,621.61
MSP 911/Disp. Ctr	4,661,580.76	4,649,897.43	11,683.33
TREASURY Admin (1)	424,916.64	424,916.64	0.00
TOTALS	\$450,799,939.57	\$438,579,769.95	\$12,220,169.62

- (1) For FY 2012 through FY 2015, MCL 484.1408(6) authorized the Michigan Department of Treasury up to \$150,000 to fund a portion of the costs to administer the 911 Act. From FY 2012 through FY 2015, the Treasury Administration Fund revenue was transferred from the CMRS Fund.

Appendix O
Dispatcher Training Fund Program

The Public Safety Answering Point (PSAP) training fund was created when Public Act No. 32 of 1986 was amended by Public Act No. 78 of 1999. As provided by Public Act No. 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.

Public Act No. 165 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 2016 would need to be expended by December 31, 2018.

If funds are not expended within 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 2016 are not spent, the PSAP shall be ineligible for fund distributions during the calendar year 2019. Eligibility may be restored for the following year's distribution (2020) 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 fund not expended within five years must be returned to the Dispatcher Training Fund. For example, funds received by the PSAP in 2016 and not spent by December 31, 2020, 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.*

Appendix P
PSAP Training Fund Payment History

NAME	2012	2013	2014	2015	2016
Alcona County 911	7,822.00	8,593.00	8,916.00	8,735.00	7,407.00
Alger County E911	1,117.00	-	3,343.00	1,092.00	1,852.00
Allegan County Central Dispatch	23,466.00	27,008.00	-	21,838.00	18,519.00
Allen Park Police Department	-	-	-	-	-
Alpena County Central Dispatch	11,174.00	12,277.00	12,259.00	10,919.00	9,259.00
Ann Arbor Police Department	-	-	-	-	-
Antrim County Central Dispatch Center	10,057.00	12,277.00	10,031.00	9,827.00	8,334.00
Arenac County Central Dispatch	11,174.00	11,048.00	11,145.00	10,919.00	9,259.00
Auburn Hills Police Department	-	11,048.00	11,145.00	10,919.00	5,063.00
Barry County Central Dispatch	16,762.00	18,414.00	15,602.00	16,378.00	14,815.00
Bay County 911 Central Dispatch	23,466.00	25,780.00	25,632.00	25,113.00	21,296.00
Benzie County Sheriff Department	10,057.00	9,821.00	10,031.00	9,827.00	8,334.00
Berkley Department of Public Safety	-	-	-	5,460.00	4,629.00
Berrien County Sheriff's Department	34,641.00	40,511.00	-	-	-
Beverly Hills Public Safety Department	2,720.00	-	-	-	-
Birmingham Police Department	-	-	10,031.00	10,919.00	9,259.00
Bloomfield Hills Public Safety Department	-	6,138.00	5,573.00	4,368.00	4,629.00
Bloomfield Township Police Department	15,644.00	15,959.00	14,488.00	14,194.00	12,037.00
Branch County 911/Central Dispatch	-	-	-	-	-
Brownstown Police Department	-	-	-	-	-
Calhoun County Consolidated Dispatch Authority	34,641.00	38,056.00	35,663.00	36,032.00	29,629.00
Canton Township Department of Public Safety	-	-	-	-	15,741.00
Cass County Sheriff Department	11,174.00	11,048.00	10,031.00	10,919.00	9,259.00
CCE Central Dispatch Authority	22,349.00	25,780.00	23,404.00	22,929.00	18,519.00
Center Line Public Safety Department	-	-	-	4,368.00	3,704.00
Central Michigan University	6,705.00	7,366.00	7,801.00	7,643.00	6,481.00
Chelsea Police Department	5,587.00	6,138.00	4,458.00	4,368.00	3,704.00
Chesterfield Twp. Police Department	7,822.00	5,145.00	7,801.00	-	-
Chippewa County Central Dispatch	14,527.00	17,186.00	14,488.00	14,194.00	12,963.00
Clare County Central Dispatch	12,292.00	12,277.00	11,145.00	10,919.00	10,185.00
Clay Township Police Department	5,587.00	6,138.00	5,573.00	5,460.00	3,704.00
Clinton County Central Dispatch	16,762.00	18,414.00	16,716.00	15,286.00	12,963.00
Clinton Township Police Department	-	-	-	-	-
Crawford Emergency Central Dispatch	7,822.00	4,502.00	-	-	-
Dearborn Police Department	20,114.00	22,097.00	20,060.00	17,470.00	15,741.00
Dearborn Heights Police Department	-	-	-	-	-
Delta County Central Dispatch	10,057.00	11,048.00	10,031.00	9,827.00	7,407.00
Detroit Emergency Telephone District	-	-	-	-	114,814.00
Dickinson County Central Dispatch	10,057.00	11,048.00	11,145.00	10,919.00	9,259.00
Downriver Central Dispatch (Wyandotte)	12,292.00	14,732.00	13,374.00	-	12,037.00
East Lansing Police Department	7,072.00	-	-	-	-
Eastern Michigan University Police Department	10,057.00	11,048.00	10,031.00	9,827.00	7,407.00
Eaton County Central Dispatch	24,584.00	28,236.00	24,518.00	24,021.00	21,296.00
Ecorse Police/Ecorse Fire	-	-	-	-	-
Farmington Department of Public Safety	3,264.00	-	-	-	-
Farmington Hills Police Department	17,879.00	-	-	-	15,741.00
Fenton Police Department	5,587.00	6,138.00	4,458.00	5,460.00	5,556.00
Ferndale Police Department	4,470.00	7,366.00	5,573.00	-	-
Flat Rock Police Department	-	-	-	-	-
Flint 911	26,819.00	30,691.00	27,862.00	-	-

NAME	2012	2013	2014	2015	2016
Fraser Department of Public Safety	-	-	-	6,551.00	5,556.00
Garden City Police Department	-	-	-	-	-
Genesee County 911 Authority	41,346.00	45,422.00	45,693.00	42,583.00	45,370.00
Gilbralter Police Department	-	-	-	4,368.00	3,704.00
Gladwin County Central Dispatch	12,292.00	13,504.00	12,259.00	10,919.00	9,259.00
Grand Rapids Police Department	52,520.00	61,381.00	49,036.00	49,135.00	45,370.00
Grand Traverse Central Dispatch	22,349.00	12,220.00	21,174.00	19,654.00	17,593.00
Gratiot County Central Dispatch	-	-	10,031.00	10,919.00	9,259.00
Grosse Ile Township Police Department	5,587.00	-	5,573.00	-	4,629.00
Grosse Pointe City DPS	-	-	-	-	-
Grosse Pointe Farms	-	-	-	6,551.00	6,481.00
Grosse Pointe Park DPS	-	-	4,458.00	-	3,704.00
Grosse Pointe Shores DPS	-	-	-	-	-
Grosse Pointe Woods DPS	-	6,138.00	5,573.00	5,460.00	4,629.00
Hamtramck Police Department	-	643.00	2,229.00	-	926.00
Harper Woods Police Department	-	-	-	-	2,778.00
Hazel Park Police Department	3,352.00	-	-	-	-
Hillsdale County Central Dispatch	14,527.00	17,186.00	15,602.00	16,378.00	14,815.00
Holly Police Department	-	-	-	-	-
Huron County Central Dispatch	-	13,504.00	12,259.00	13,103.00	10,185.00
Huron Township Police-Fire	6,705.00	-	-	-	-
Ingham County Central Dispatch	-	68,747.00	65,753.00	62,238.00	55,555.00
Ionia County Central Dispatch	14,527.00	15,959.00	14,488.00	14,194.00	12,037.00
Iosco County Central Dispatch	12,292.00	13,504.00	12,259.00	12,011.00	11,111.00
Iron County 911	13,409.00	-	-	5,397.00	-
Isabella County Central Dispatch	14,527.00	14,732.00	14,488.00	14,194.00	12,037.00
Jackson County Central Dispatch	21,232.00	-	-	-	16,666.00
Kalamazoo County Sheriff Department	4,470.00	-	-	6,551.00	8,334.00
Kalamazoo DPS	22,349.00	24,552.00	21,174.00	19,654.00	17,593.00
Kalamazoo Township Police Department	-	6,138.00	5,573.00	5,460.00	4,629.00
Kalkaska County Central Dispatch	7,822.00	8,593.00	6,687.00	7,643.00	5,556.00
Kent County Sheriff Department	51,403.00	54,015.00	53,494.00	51,318.00	43,519.00
Lake County 911 Central Dispatch	12,292.00	14,732.00	12,259.00	13,103.00	10,185.00
Lake Orion Police Department	5,587.00	-	-	-	-
Lansing Police Dept. /Ingham Cty. Central Dispatch	52,520.00	-	-	-	-
Lapeer County Central Dispatch	20,114.00	22,097.00	20,060.00	19,654.00	15,741.00
Leelanau County 911	12,292.00	12,277.00	11,145.00	12,011.00	9,259.00
Lenawee County Sheriff Department	20,114.00	22,097.00	20,060.00	19,654.00	16,666.00
Livingston County 911 Central Dispatch	24,584.00	28,236.00	30,090.00	32,756.00	27,778.00
Livonia Police Department	-	-	-	13,103.00	12,037.00
Macomb County Sheriff's Department	26,819.00	29,463.00	32,320.00	40,400.00	49,073.00
Madison Heights Police Department	-	-	8,916.00	8,735.00	6,481.00
Manistee Co. 911 Central Dispatch	-	-	-	-	-
Marquette County Central Dispatch	12,292.00	13,504.00	12,259.00	14,194.00	12,037.00
Mason-Oceana 911	15,644.00	18,414.00	17,831.00	17,470.00	15,741.00
Meceola Consolidated Central Dispatch Authority	17,879.00	19,642.00	17,831.00	17,470.00	15,741.00
Menominee County 911	11,174.00	-	11,145.00	10,919.00	9,259.00
Michigan State Police	63,695.00	71,202.00	60,180.00	64,421.00	-
Midland County Central Dispatch Authority	17,879.00	20,870.00	20,060.00	19,654.00	15,741.00
Milan Police Department	4,470.00	4,911.00	4,458.00	5,460.00	4,629.00
Milford Village Police Department	-	-	4,458.00	5,460.00	-

NAME	2012	2013	2014	2015	2016
Missaukee County Sheriff's Office	-	7,366.00	6,687.00	5,460.00	5,556.00
Monroe County Central Dispatch	23,466.00	24,552.00	23,404.00	22,929.00	19,444.00
Montcalm County Central Dispatch	20,114.00	22,097.00	20,060.00	18,562.00	16,666.00
Montmorency County 911 Sheriff Department	5,587.00	6,138.00	-	-	-
Muskegon Central Dispatch	29,054.00	33,145.00	32,320.00	33,849.00	27,778.00
Newaygo County 9-1-1 Central Dispatch	12,292.00	13,504.00	11,145.00	12,011.00	10,185.00
Niles Police Department	6,705.00	-	-	-	-
Northville Township Public Safety	-	-	-	10,919.00	9,259.00
Novi Police Department	14,527.00	14,732.00	13,374.00	12,011.00	9,259.00
Oak Park Department of Public Safety	-	7,366.00	5,573.00	5,460.00	4,629.00
Oakland County Sheriff Department	56,990.00	67,519.00	62,410.00	64,421.00	56,947.00
Ogemaw County Central Dispatch	11,174.00	13,504.00	11,145.00	9,827.00	9,259.00
Otsego County 911 Dispatch	-	8,593.00	-	-	-
Ottawa County Central Dispatch	39,111.00	41,739.00	36,778.00	38,216.00	33,333.00
Oxford Police Department	5,587.00	6,138.00	5,573.00	5,460.00	4,629.00
Pittsfield Township Public Safety Department	8,940.00	11,048.00	8,916.00	7,643.00	6,481.00
Plymouth Community Communications Center	-	-	-	12,011.00	10,185.00
Pontiac Police Department	-	-	-	-	-
Portage Department of Public Safety	12,292.00	13,504.00	11,145.00	12,011.00	11,111.00
Presque Isle County E-911	4,470.00	4,911.00	-	-	-
Redford Township Police Department	6,705.00	7,366.00	6,687.00	7,643.00	-
Richmond Police Department	5,587.00	6,138.00	5,573.00	5,460.00	4,629.00
River Rouge Police Department	-	-	-	-	-
Riverview Police Department	-	-	-	-	-
Rochester Police Department	-	4,911.00	5,573.00	4,368.00	3,704.00
Rockwood Police Department	4,470.00	4,911.00	4,458.00	-	-
Romeo Police Department	4,470.00	4,911.00	4,458.00	4,368.00	3,704.00
Romulus Police Department	-	-	-	-	-
Roscommon County Central Dispatch	13,409.00	13,504.00	13,374.00	13,103.00	11,111.00
Roseville Police Department	-	-	-	-	-
Royal Oak Police Department	10,057.00	9,821.00	10,031.00	12,011.00	10,185.00
Saginaw County 911 Communications Auth.	43,581.00	44,195.00	42,349.00	40,400.00	34,259.00
Saline County Central Dispatch	4,470.00	4,911.00	10,031.00	4,368.00	3,704.00
Sanilac County Central Dispatch	10,057.00	11,048.00	-	9,827.00	8,334.00
SERESA	24,584.00	28,236.00	25,632.00	25,113.00	21,296.00
Shelby Township Police Department	-	13,504.00	11,145.00	10,919.00	10,185.00
Shiawassee County Central Dispatch	12,292.00	14,732.00	13,374.00	13,103.00	10,185.00
South Downriver Communications Center (Trenton)	4,470.00	4,911.00	6,687.00	9,827.00	8,334.00
South Haven Dispatch Center	-	-	-	-	-
Southfield Department of Public Safety	21,232.00	20,870.00	18,946.00	19,654.00	15,741.00
St Clair County Central Dispatch	21,232.00	23,325.00	21,174.00	20,746.00	19,444.00
St Clair Shores Police Department	-	-	-	-	-
St Joseph Police Department	2,176.00	-	-	-	-
St. Joseph County Central Dispatch	17,879.00	-	18,946.00	16,378.00	14,815.00
Sterling Heights Police Department	23,466.00	24,552.00	21,174.00	-	-
Sumpter Township Police Department	-	-	-	-	-
Taylor Police Department	-	-	17,831.00	16,378.00	12,037.00
Troy Police Department	22,349.00	23,325.00	21,174.00	24,021.00	18,519.00
Tuscola County Central Dispatch	13,409.00	15,959.00	13,374.00	12,011.00	11,111.00
University of Michigan Dept. of Public Safety	13,409.00	13,504.00	12,259.00	12,011.00	10,185.00
Utica Police Department	-	-	5,573.00	5,460.00	3,704.00

NAME	2012	2013	2014	2015	2016
Van Buren County Central Dispatch	14,527.00	17,186.00	15,602.00	14,194.00	12,037.00
Van Buren Township Public Safety	11,174.00	-	-	-	8,334.00
Walled Lake Police Department	-	-	-	-	-
Warren Police Department	-	-	-	24,021.00	19,444.00
Washtenaw Central Dispatch	-	35,601.00	36,778.00	34,940.00	29,629.00
Waterford Township Police Department	13,409.00	15,959.00	13,374.00	10,919.00	9,259.00
Wayne County Airport Authority	-	-	-	9,827.00	13,888.00
Wayne County Central Communications	-	-	-	-	-
Wayne Police Department	-	-	-	-	-
West Bloomfield Police Department	12,292.00	14,732.00	13,374.00	14,194.00	11,111.00
Western Michigan University Police Department	4,470.00	-	-	4,368.00	3,704.00
Westland Police Department	-	22,273.00	23,404.00	22,929.00	18,519.00
Wexford County Sheriff/Central Dispatch	10,057.00	11,048.00	-	9,827.00	7,407.00
White Lake Township Police Department	6,705.00	3,859.00	6,687.00	6,551.00	5,556.00
Woodhaven Police Department	-	-	-	-	-

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**

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