



ANNUAL REPORT TO THE MICHIGAN LEGISLATURE

2022

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GRETCHEN WHITMER
GOVERNOR

State of Michigan
STATE 911 COMMITTEE
LANSING

JEFF TROYER
CHAIR

August 1, 2022

Dear Michigan Legislators:

As the Chair of the State 911 Committee (SNC), I am pleased to present the Annual Report to the Michigan Legislature for the 2021 calendar year. 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 and provide additional information that is useful to you and the residents of Michigan, including an update on the steps taken to transition Michigan to Next Generation 911 (NG911).

In addition to the Annual Report to the Michigan Legislature, the SNC also has statutory duties and responsibilities regarding 911 funding and best practices for 911 systems in Michigan. The SNC and the State 911 Office (SNO) have continued to provide support to the Public Safety Answering Points (PSAPs)/Emergency Communications Centers (ECCs) in a number of areas as we transitioned back to in-person trainings, conferences, and meetings. Strategic planning and updating Continuity of Operations Plans was a priority for Michigan PSAPs this past year. The SNC updated its Bylaws, implemented some new practices, and worked with the SNO, Attorney General's Office, and the Michigan Public Service Commission to develop a formal process for collecting on delinquent 911 surcharge accounts. The SNO also successfully continued its progress and implementation of a multi-phase automation project, which enhances tracking and reporting capabilities.

We continue to migrate the 911 system in Michigan to a digital NG911 system. We have provided an outline of the status of NG911 in this report. By the end of 2021, all of Michigan, except for one county and one service district, has either signed an agreement with an IP-network provider, began the transition, or have fully deployed to a NG911 network.

While we continue to work towards a modified version of activities, workplace rules, and social gatherings, Michigan 911 centers remain vigilant to provide the utmost service to the residents and visitors of the great State of Michigan. The SNC and the SNO continue to move the state forward to the next level of 911 technology. Please take a moment to recognize our state's unwavering dedication to provide essential services for those who need it most.

I would also like to take this opportunity to thank you for your continued 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 Sheriffs' 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
Sheriffs' 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

STATE 911 COMMITTEE • PO BOX 30634 • LANSING, MICHIGAN
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EMERGENCY 911 SERVICE ENABLING ACT REPORTING REQUIREMENTS

MCL484.1412 states: (1) The committee shall make a report annually on the 9-1-1 system in this state, and the state and county 9-1-1 charge required under 401, 401a, 401b, 401c, 401d, and 401e, and distributed under 408 not later than August 1 of each year. The report shall include, at a minimum, all the following:

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

All of Michigan's 83 counties are delivering Enhanced 911 on both wireless and landline communications. At the time of this report, 82 counties and two Wayne County Service Districts are providing text-to-911 services.

B. The actual 911 service costs incurred by PSAPs and counties.

Each county was asked to report 911 costs and any other allowable 911 fund expenditures for calendar year 2021 (see *Appendix B*).

The reported annual allowable expenses from 911 surcharge funds by the PSAPs and counties combined was \$97,021,677.97.

Overall, counties reported receiving \$80,196,295.39 in local 911 surcharge funding during 2021. Other funding sources reported include \$72,461,785.67 in general funds, \$57,616,134.65 from 911 dedicated millage-generated funding, and \$18,011,635.74 classified as other receipts.

Treasury reported distributing \$24,052,315 to counties in state 911 funds from January through December 2021. The breakdown can be found in the Michigan Department of Treasury's report on page 22.

Based on the annual accounting of the landline providers and the "true up" performed by a contracted quality assurance vendor, the reported technical costs in 2021 were \$11,079,593.00.

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 (MPSC) under Case No. U-14000, totaled \$18,034,896.83 for calendar year 2021. This is an increase of \$9,120,184.16 from the amount reimbursed in 2020.

C. The state 911 charge required under 401a and a recommendation of any changes in the state 911 charge amount, or in the distribution percentages under section 408.

There were no changes to the state 911 fees in 2021.

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

No providers reported any commercial applications in 2021.

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

County reports indicate the total revenue generated for use of 911 was \$252,159,130.52 (see *Appendix B*). The 911 surcharges for each county are also provided (see *Appendix D*).

STATE 911 COMMITTEE

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. As stated in MCL 484.1714, responsibilities of the SNC are to:

- Organize and adopt standards governing the committee's formal and informal procedures.
- Provide recommendations to PSAPs and secondary PSAPs on statewide technical and operational standards.
- Provide recommendations to public agencies concerning model systems to be considered in preparing a 911 service plan.
- Perform all duties as required under the act relating to the development, implementation, operation, and funding of 911 systems in the state.
- Provide notice to the service suppliers of any changes in the state or county 911 charge under section 401a, 401b, and 401c.

The SNC consists of 21 members representing local public safety, private industry, elected officials, and state services. Members and the agencies they represented for 2021 are:

Association of Public Safety Communications Officials

Mr. Rich Feole

Commercial Mobile Radio Service

Mr. Steven Berenbaum

Department of State Police

Maj. Beth Clark

Deputy Sheriffs' Association

Sgt. Matthew Miller

Fraternal Order of Police

Mr. Michael Sauger (Jan-Oct)

Mr. David Willis (Oct-Dec)

Governor's Appointee, Public Member

Mr. Scott Temple

House Appointee, Public Member

Mr. Jeff Troyer, Chair

Michigan Association of Ambulance Services

Mr. Dale Berry

Michigan Association of Chiefs of Police

Chief Dale Greenleaf

Michigan Association of Counties

Mr. Ken Mitchell

Michigan Association of Fire Chiefs

Chief Mark Barnes

Michigan Communication Directors Association

Ms. Jordyn Sellek

Michigan Department of Licensing and Regulatory Affairs

Ms. Jeanette Doll

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

Sgt. Frank Williams (Jan-June)

Sgt. Kelly Linebaugh (June-Dec)

National Emergency Number Association

Ms. Stephanie Lehman

Senate Appointee, Public Member

Ms. April Heinze, Vice Chair

Telecommunications Association of Michigan

Ms. Jennifer Greenburg (Jan-Mar)

Mr. Scott Stevenson (Mar-Dec)

UP Emergency Medical Services Corporation

Mr. Gary Johnson

To assist with the responsibilities, there are four subcommittees of the SNC:

**911 Training
Certification
Emerging Technology
Legislative Action**

The SNC considers recommendations made by each of the subcommittees for matters pertaining to 911 in Michigan. Details are provided more in-depth in the subcommittee reports that follow.

The SNC met on the following dates in 2021: March 10, April 14, June 9, September 8, October 5, and December 8.

STATE 911 OFFICE

In addition to the subcommittees, the SNO assists the SNC in carrying out their responsibilities. Each analyst in the SNO is tasked with assisting at least one of the subcommittees. Other services provided include:

- Coordination and oversight of the telecommunicator training program to ensure compliance with the training standards and training fund program.
- Statutory notices on state and local surcharges to communication providers, counties, and PSAPs.
- Compliance reviews and facilitation of best practice standards.
- Oversight and assistance with the enforcement of 911 surcharge fee payment by wireless retailers and landline service providers.
- Maintenance of centralized 911 issues to various public and private stakeholder groups.
- Assistance to members of the public, industry, and all levels of government with questions regarding 911.

- Representing 911 by participating in numerous committees, projects, and public safety exercises at local, state, and federal levels.
- Maintenance of the [SNC website](#), which includes items such as:
 - A list of Michigan PSAPs by county.
 - Funds distributed to counties and PSAPs by the Michigan Department of Treasury.
 - State and local 911 surcharge amounts.
 - The allowable and disallowable expenditures of 911 funds.
 - Resource lists for PSAPs and members of the public.
 - The posting of meeting dates and minutes of the SNC and subcommittees.

OVERVIEW OF 911 IN MICHIGAN

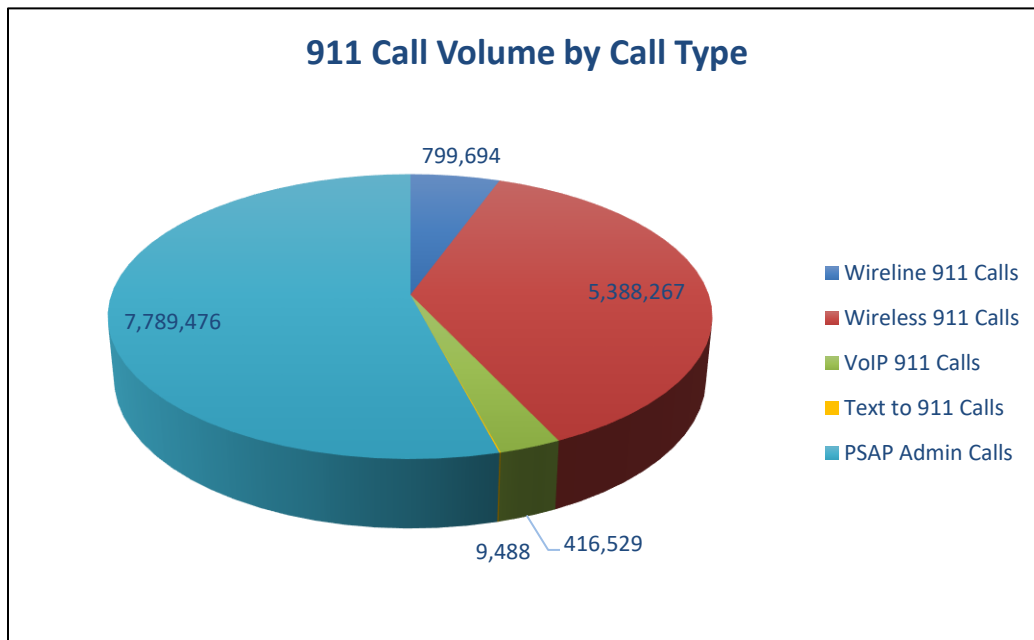
What do PSAPs do?

In Michigan, 911 calls are answered at a PSAP, which is a 24-hour, seven-days a week public safety emergency and non-emergency call processing center, specializing in public safety response, and dispatches for police, fire, and emergency medical services. A PSAP may also perform other important public safety services, such as entries into the Law Enforcement Information Network, poison control transfers, and the activation of emergency warning alerts.

As of December 31, 2021, there were 136 PSAPs in Michigan, operating at various levels:

Cities/Municipalities	63
County	62
Multi-county	5
State	3
Universities	3

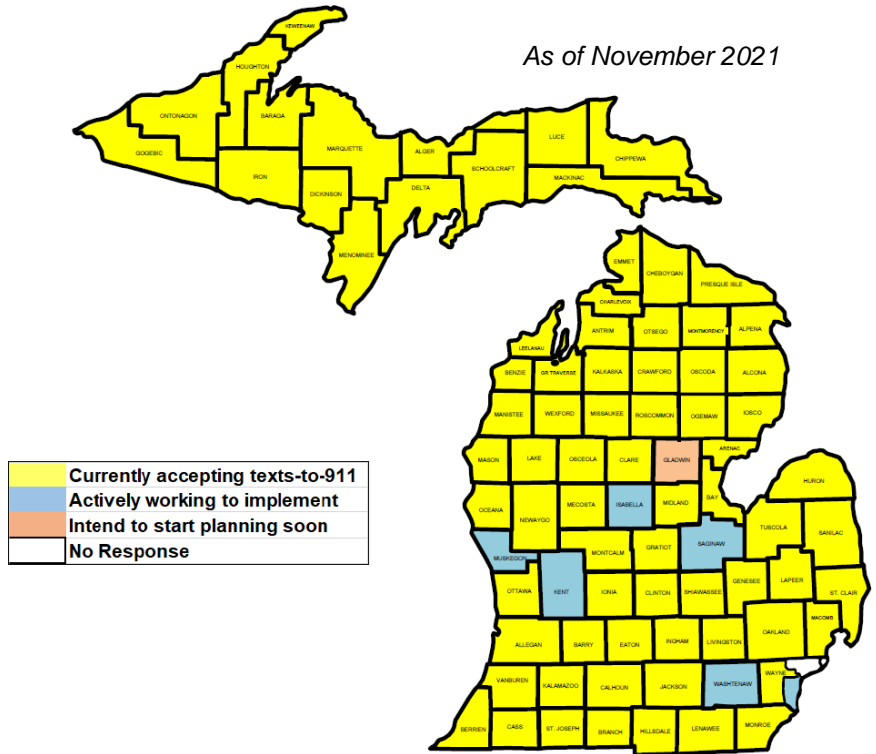
Call volumes, as reported by each county. See Appendix C for a breakdown by county.



Text-to-911

There are 82 counties and two Wayne County Service Districts providing text-to-911 services to their residents.

As of November 2021



Next Generation 911

By December of 2021:

- 77 counties fully converted from legacy systems to the NG911 network, with four counties and three service districts in progress. One county and one service district had not yet signed an agreement to convert to NG911 services.
- 89 PSAPs were fully converted and 35 PSAPs were partially converted.

Status of IP-911 Deployments

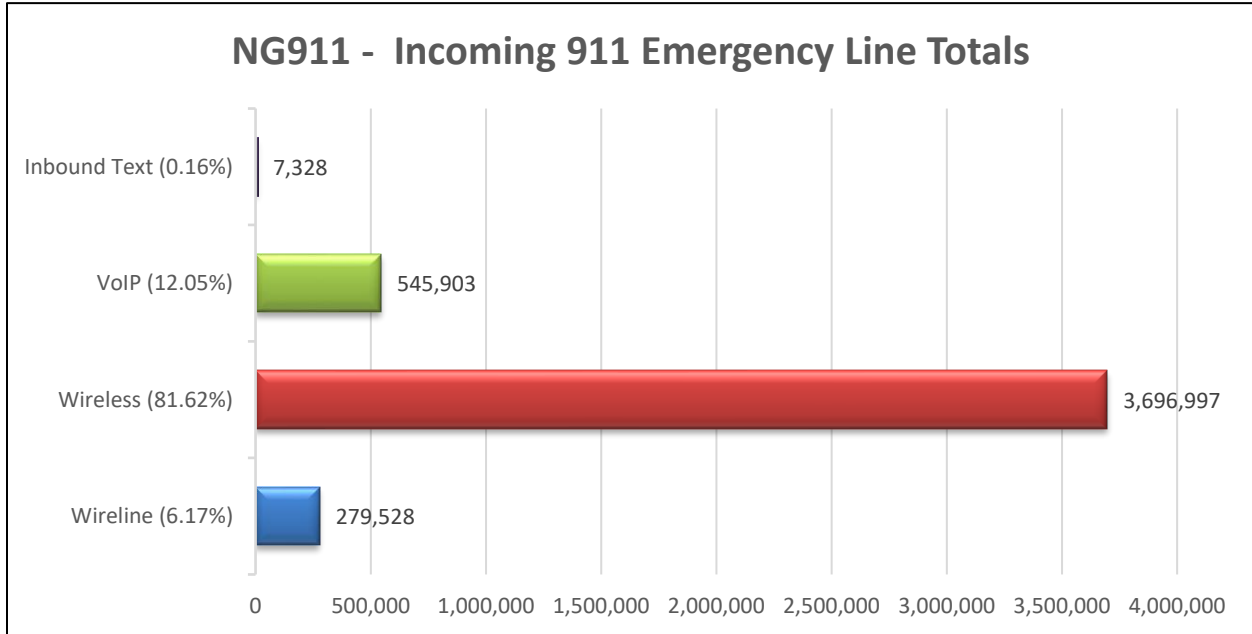
As of December 2021

78 counties are receiving 911 calls via IP lines provided by PFN. An additional three counties and three Wayne County Service Districts have agreements in place with PFN and are in the process of full deployment. There is one county and one Wayne County Service District under review.

All data is based on information reported to the SNO by NG911 IP-based provider.



In 2021, the NG911 network provided the following totals for incoming 911 emergency calls only. **NOTE:** *These totals do not include any calls made over non-emergency administrative lines or those processed on legacy 911 systems. Call data may differ from county collected data due to ongoing conversions to NG911.*



Additional Call Information for NG911 Network

The busiest month was August with 440,455 calls processed, with the least busy month being February with 294,838 calls. The busiest day of the year was August 11 with 22,002 calls processed; January 10 was the least busy with 8,804 calls processed.

NG911 Grant

The NG911 Grant Program was authorized by the NG911 Advancement Act of 2012 (Middle Class Tax Relief and Job Creation Act of 2012, Pub. L. 112-96, Title Vi, Subtitle E [codified at 47 U.S.C. 942]). The grant program is administered at the federal level by the National Telecommunications and Information Administration (NTIA) and the National Highway Traffic Safety Administration (NHTSA) acting through the Implementation Coordination Office, which is staffed by the NTIA and the National 911 Program.

Michigan received an award notice on August 9, 2019, for \$3.9M to accomplish the following objectives:

- Customer Premise Equipment (CPE) for PSAPs in need of NG911 CPE (\$2,875,000).
- Update the 911 Geographic Information Systems (GIS) Repository (\$487,000).
- Address Point Gap Fill (\$577,000).

In May 2021, the State of Michigan received notification we were selected to participate in a desk review. The desk review meeting was held in June 2021. Over the next several months, the SNO and state partners worked closely with federal partners to update supporting documentation, including the grant narrative and the spend plan, to accurately reflect what was being utilized and documented for the required match. The desk review was successfully completed and closed in November 2021.

CPE Project:

The Technical Advisory Committee (TAC) continued the process for compiling a subgrant for the local agencies' CPE portion of the grant. Several rounds of applications resulted in the successful completion of 16 subgrants benefitting 30 counties/service districts, updating 147 workstations throughout the state. At the conclusion of 2021, all CPE project installations had been completed.

GIS Repository Upgrade Project:

The NG911 GIS Repository upgrade continued through the development process, including the completion of the import process by the established vendor. A GIS subcommittee was created from members of the TAC. These subcommittee members, along with members from the Department of Technology, Management, and Budget (DTMB), conducted extensive testing with the uploading and downloading of files using the new software. They also developed training manuals for the onboarding and education piece, which will take place in 2022, for the go-live of the new upgraded system. The upgrade is on target for completion and implementation by March 31, 2022.

Address Point Gap Fill Project:

Through this project, it was determined there were 13 counties that did not have address points to accurately identify structures in their county; these counties would benefit from the statewide address point gap fill project. The selected vendor was able to complete the initial 13 county project under budget, allowing the subcommittee to develop a Phase Two GIS project proposal. For the Phase Two project, 18 counties participated in an address analysis and synchronization project, and an additional six counties participated in an address analysis-only project. The additional projects ensure the address points being uploaded into the state 911 GIS repository are NG911 compliant and meeting current technical standards.

911 TRAINING SUBCOMMITTEE REPORT

The 911 Training Subcommittee (NTS) serves to ensure requirements defined in the 911 statute are met. This includes compliance with mandated 911 training standards, and review, approval, and monitoring of SNC-approved training courses. The subcommittee also reviews yearly PSAP training fund applications for approval or denial and forwards the recommended full-time equivalent (FTE) count to the SNC for final approval. This system is administered through the SNO.

For the period of January 1 through December 31, 2021, the NTS held six meetings on the following dates: February 10, February 17, May 19, August 18, November 17, and December 15. A complete listing of the NTS meeting minutes may be found on the [SNC website](#).

911 Training Subcommittee Members:

- **Chief Mark Barnes (Chair)**, SNC, Oshtemo Township Fire Department
- Mr. Jeff Troyer, SNC, Kalamazoo County Consolidated Dispatch Authority
- Ms. Christine Collom, Clinton County Central Dispatch
- Mr. Brian McEachern, Michigan State Police—Negaunee Regional Dispatch
- Lt. David Aungst, Lenawee County Sheriff's Office
- Ms. Tammy Smith, Ottawa County Central Dispatch Authority
- Mr. Sam Kalef, Troy Police Department
- Ms. Amy Thomas, Montcalm County Central Dispatch Authority
- Ms. Kimberly Grafton, Calhoun County Consolidated Dispatch Authority
- Ms. Melissa Harris, Ingham County 911 Central Dispatch Center
- Ms. Jennifer Robertson, Farmington Hills Police Department
- Ms. Elizabeth Bagos, Macomb County Sheriff's Office
- Ms. Cherie Bartram, South East Regional Emergency Services Authority (SERESA) *(January-May)*
- Ms. Stephanie Lehman, Barry County Central Dispatch *(joined in August)*
- Ms. Marlana Terrian, Clare County Central Dispatch *(joined in November)*

On February 10, 2021, the NTS reviewed applications received from 122 PSAPs for 911 training funds. After reviews were completed, 1,814 FTEs were recommended for approval, and 113 recommended for denial.

On February 17, 2021, the subcommittee heard five appeals from PSAPs that were denied training funds or had their FTE count adjusted; all appeals were granted.

Of the 123 original applicants (one additional application was reviewed at appeals due to extenuating circumstances), 122 PSAPs were approved for training funds equaling a total of 1,930 FTEs. One PSAP application was denied due to failure to spend down its previous years' funds, and two PSAPs received a reduction in their FTE count due to a calculation error.

The first distribution of 2021 dispatcher training funds was distributed on June 1, 2021, at a rate of \$432.97 per FTE for a total distribution of \$835,644.

At the May 19 meeting, discussion items included:

- T-CPR training – A recommendation was made to forward this topic to the Certification Subcommittee for consideration as a best practice in the State of Michigan.
- Approved instructor qualifications – A draft document outlining recommended qualifications for instructors was to be developed by the Training Course Review Team for subcommittee consideration.

- Approved training course concerns – Issues with three training providers were discussed and resolved.

At the August 18 meeting, discussion items included:

- Approval of the instructor qualification guidelines developed by the Training Course Review Team.
- Introduction of new subcommittee members.
- Review of update to in-person and online training course approval policy.
- 2019 spend down of training funds – An extension this year was not recommended since agencies would need to spend down additional funding in coming years to qualify in the future.
- Approval of the fall training FTE count of 1,930 (no change from the spring).

The second distribution of 911 training funds was distributed on February 2, 2022, at a rate of \$621.87 per FTE, for a total distribution of \$1,200,200. (See *Appendix E for the PSAP Payment History for Training Funds.*)

At the November 17 meeting, discussion items included:

- Review and approval of the combined in-person and online training course submittal/approval policy.
- Module 1 and Module 2 training requirements and the order of completion dates.
- Proposed 2022 meeting dates.
- Approved training course provider concerns.
- Review and approval of the 2021 training fund application process.

A special meeting was held on December 15, 2021, to consider a request from a training provider who instructed a SNC-expired training course to several PSAP employees. The vendor requested an exemption of their expired SNC number for the course to allow those who attended to receive continuing education hours, and the use of training funds to cover the cost. The subcommittee denied his request due to a violation in policy.

In 2021, the NTS Training Course Review Team considered 296 requests for SNC training course approval from various training providers. Of those requests, 283 were approved or renewed, and 13 were denied. A total of 432 instructors were reviewed. Of those requests, 414 were approved and 18 were denied.

Training Fund Program

The 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 Training Fund Program is to distribute training funds to eligible PSAPs 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 SNO and is available on the [SNC website](#).

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 training fund. Eligibility requirements include:

- Application.
- Eligible PSAP (must be a primary PSAP).
- Identification of personnel—date of hire and departure date (if applicable).
- 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 2019, would need to be expended by December 31, 2021.

If funds are not expended within the two-year timeframe, the PSAP shall be ineligible to receive further distributions of training funds until the balance of funds from the preceding two-year timeframe is expended. For example, if funds distributed in 2019 are not spent, the PSAP shall be ineligible for fund distributions during the calendar year 2022. Eligibility may be restored for the following year's distribution (2023) by utilizing the funds distributed during the years older than the two-year timeframe.

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

Any funds not expended within five years must be returned to the training fund. For example, funds received by the PSAP in 2018 and not spent by December 31, 2022, must be returned for re-deposit into the training fund.

Training funds shall be distributed to eligible PSAPs based on the number of FTE 911 personnel employed. Each 2,080 hours worked by full-time and part-time personnel shall be treated as one FTE. The number of eligible PSAP FTEs shall be determined by dividing the total number of paid hours worked by 2,080 and 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 FTEs statewide to determine the FTE distribution rate. The FTE distribution rate is then multiplied by the number of FTEs for each eligible PSAP to determine the distribution.

Distributions are paid out of the state 911 fund, which is a mix of the 6% prepaid state surcharge and the 25-cent post-paid state surcharge. Of those funds remitted to the Department of Treasury, 5.5% is designated for the training funds. Distributions are typically sent 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 911 Training Fund Guidelines, which can be found in its entirety on the [SNC website](#).

CERTIFICATION SUBCOMMITTEE REPORT

The Certification Subcommittee met on the following dates in 2021: February 17, May 19, and August 18. The Certification meeting minutes may be found on the [SNC website](#).

Certification Subcommittee Members:

- **Mr. Rich Feole (Chair)**, SNC, Calhoun County Central Dispatch (*January-October*)
- **Ms. Phyllis Fuller (Chair)** PFN (*appointed in December*)
- Mr. Ray Hasil, Mason Oceana 911
- Mr. Gary Johnson, SNC, Marquette County Central Dispatch
- Mr. Vance Stringham, Roscommon County Central Dispatch
- Mr. Jeremy Ludwig, Allegan County Central Dispatch
- Ms. Cynthia Fell, Plymouth Township Police Department
- Mr. Kyle Maury, Washtenaw County Sheriff's Office
- Mr. Tracy Peter, Hillsdale County Central Dispatch
- Ms. Eugenia Cook, Detroit Police Department (*January-August*)
- Mr. Robert Stewart, Frontier Communications (*January-February*)
- Mr. Philip Bates, INdigital (*January-February*)
- Mr. Scott Temple, SNC, INdigital (*January-February*)
- Ms. Victoria Rose, Kalamazoo County Consolidated Dispatch Authority (*joined in November*)
- Ms. Jessica Young, Genesee County 911 Central Dispatch (*joined in November*)
- Mr. Chad Chewning, Xybix (*joined in November*)
- Mr. Jim Miller, PFN (*joined in November*)
- Mr. Dale Berry, SNC, Emergent Health Partners (*joined in December*)

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

- Conducting 911 compliance reviews of counties/PSAPs.
- Recommending the criteria established by the SNC as allowable 911 surcharge expenditures. See Appendix F for the complete Allowable/Disallowable Usage of 911 Surcharge Funds.
- Reviewing county 911 plans.
- First line of contact for PSAPs appealing 911 surcharge expenditure issues.

The compliance review process consists of examining county/PSAP accounting practices and documentation, and use of 911 funds collected under P.A. 32 of 1986. There are three types of compliance reviews:

- **For cause review** 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 review** will be conducted as determined by the SNC (through a random draw process conducted by the Certification Subcommittee) for the following reasons:
 - To assure compliance with the emergency services order and the 911 act.
 - To develop best practices regarding the implementation of 911 services and on-going operational processes.
 - Other reviews deemed appropriate by the SNC.
- **By request review** 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.

At the February 17 meeting, discussion items included:

- Developing a document for best practices when it comes to radio infrastructure being paid for with surcharge funds. As the Michigan Public Safety Communications System (MPSCS) adds more equipment to tower sites that are paid for with surcharge funds, there is a question about what is allowable/disallowable.
- An update about the changes coming with the annual report collection for 2022.

At the May 19 meeting, discussion items included:

- The compliance review process is being updated, along with the forms, to better help the flow of the current process, which is taking place virtually. The forms are used by review team members to help keep the discussion on track and obtain the same information from each meeting.
- Certification members received the annual Bylaws and State Ethics Act for acknowledgement.

At the August 18 meeting, discussion items included:

- The NTS requested Telephone CPR instructions be listed as a best practice (currently, Emergency Medical Dispatch (EMD) is listed). There was discussion on whether the best practice should include CPR instruction as well as EMD.
- The Open Meetings Act and the requirement of members of the subcommittee to attend in person. Members who participate by phone will no longer count towards the quorum and will not be able to vote on agenda items; however, they will still be able to participate in discussions.

On November 8, an educational day was held regarding compliance reviews to ensure all subcommittee members were introduced to tasks which are completed prior to the financial and PSAP site meetings.

The following is a brief overview of compliance reviews conducted during 2021:

1. Detroit Service District: This random review was selected in November of 2019 and remained open through 2022. The training standard verification will be completed after December 31, 2021, which is the date given to complete entry of all training records for Detroit employees in MiSNAP.
2. Charlevoix, Cheboygan, and Emmet Counties: Cheboygan was randomly selected in May of 2020; this included Charlevoix and Emmet counties. The final report was approved by the SNC on March 10, 2021.
3. Ionia County and Hillsdale County: These random reviews were selected in August of 2020. The final reports were approved by the SNC on March 10, 2021.
4. Conference of Western Wayne: This random review was selected in August of 2020. The final report was approved by the SNC on September 8, 2021.
5. Alger County: This random review was selected in November of 2020. The final report was approved by the SNC on March 10, 2021.
6. Arenac County: This random review was selected in November of 2020 and is still in the documentation collection process. A draft should be available for certification early 2022.
7. Midland County: This random review was selected in November of 2020. The final report was approved by the SNC on September 8, 2021.
8. Macomb County: This random review was selected in February 2021. The final report is

in draft form and will be presented at the next Certification Subcommittee meeting early 2022.

9. Muskegon County: This random review was selected in February 2021 and is still in the documentation collection process. A draft should be available for certification early 2022.
10. Downriver Mutual Aid Service District: This random review was selected in February 2021 and is still in the documentation collection process. A draft should be available for certification early 2022.
11. Newaygo County: This random review was selected in May of 2021 for their second-round compliance review. The final report is in draft form and will be presented at the next Certification Subcommittee meeting early 2022.
12. Montmorency County: This random review was selected in May of 2021. The final report is in draft form and will be presented at the next Certification Subcommittee meeting early 2022.
13. Kent County: This random review was selected in May of 2021 and was still in the documentation collection process at the end of 2021.
14. Iron County: This random review was selected in August of 2021 and is still in the documentation collection process. A draft should be available for certification early 2022.
15. Huron County: This random review was selected in August of 2021 and was still in the documentation collection process at the end of 2021.
16. Lenawee County: This random review was selected in November of 2021 and was still in the documentation collection process at the end of 2021.
17. Mason and Oceana Counties: Mason was randomly selected in November of 2021; this includes Oceana County. The review remained in the documentation collection process at the end of 2021.

EMERGING TECHNOLOGY SUBCOMMITTEE REPORT

The Emerging Technology Subcommittee (ETS) is a subcommittee of the SNC that researches and addresses new and emerging technologies affecting Michigan PSAPs. This includes responsibilities such as providing training, technological resources, and best practice white paper documentation for PSAPs, hosting the annual Emerging Technology Forum, and drafting public service announcements.

The ETS met on the following dates in 2021: January 4, February 1, March 1, April 12, May 3, June 7, August 2, September 13, and November 1. The ETS meeting minutes may be found on the [SNC website](#).

Emerging Technology Subcommittee Members:

- **Mr. Scott Temple (Chair)** SNC, INdigital
- Ms. April Heinze, SNC, National Emergency Number Association
- Ms. Patricia Coates, Courts and Law Enforcement Management Information System (CLEMIS)
- Mr. Tim McKee, PFN
- Ms. Jaime Seling, Oakland County Sheriff's Office
- Mr. Michael Armitage, Eaton County Central Dispatch
- Mr. Jerry Nummer, MPSCS
- Sgt. Steven Stryd, Kalamazoo County Sheriff's Office
- Mr. Steven Berenbaum, SNC, AT&T
- Mr. Mark Holmes, DTMB
- Mr. Jon Moored, Kalamazoo County Consolidated Dispatch Authority
- Ms. Angela Elsey, Macomb County Sheriff's Office
- Mr. Patrick Savage, TSSI Consulting, LLC

At each meeting, standing agenda items to discuss included:

- A workgroup was created to update the Statewide Communications Interoperability Plan (SCIP). The workgroup gave updates, when available, at each meeting.
- Planning of the Emerging Technology Forum.
- Legislative updates provided by members who are also Legislative Action Subcommittee members.
- Updates on the State GIS Repository.
- Location-based routing for wireless calls.
- Technology issues and challenges in the PSAPs.

At the March 1 meeting, discussion items included:

- A vendor presentation by Rapid Deploy on technology and options they have available.

At the April 12 meeting, discussion items included:

- Two documents posted on the SNC website were given for review and, if needed, updating (Michigan Guide for VoIP Deployment and Michigan ETSC Recommended Guideline for Telematics Service Provider 911 Trunk Access). At a later meeting, it was decided to remove the items from the website but keep them in the archives for future reference.

At the May 5 meeting, discussion items included:

- A vendor presentation by FirstNet Authority on Z-Axis and Height Above Terrain (HAT) technology.
- The subcommittee has vendors present; however, the information is not being shared with the PSAPs. The ETS suggested ways to accomplish this, such as adding a technology section to the newsletter and adding the resources to the website.
- Presented the annual Bylaws and State Ethics Act for acknowledgement.

At the August 2 meeting, discussion items included:

- eBodyGuard reached out to the National Emergency Number Association (NENA) stating they would provide education to PSAPs regarding their app and what information would be sent through the app to 911. NENA is working on a standards document to address this and other apps affecting the 911 community.

At the September 13 meeting, discussion items included:

- A vendor presentation by PFN.
- Approved updates to the SNC Bylaws were provided. Changes included adding a vice-chair to each subcommittee, and, per the Open Meetings Act, the requirement of all members to attend meetings in person to count towards a quorum and vote on agenda items.

At the November 1 meeting, discussion items included:

- Proposed 2022 meeting dates were approved.

LEGISLATIVE ACTION SUBCOMMITTEE REPORT

The Legislative Action Subcommittee (LAS) met on the following dates in 2021: January 20, March 1, March 15, June 16, and October 1. A complete listing of the LAS meeting minutes may be found on the [SNC website](#).

Legislative Action Subcommittee Members:

- **Ms. Jordyn Sellek (Chair)**, SNC, Conference of Western Wayne
- Ms. Patricia Coates, CLEMIS
- Ms. Jennifer Greenburg, SNC, PFN
- Ms. Lisa Hall, Midland County Central Dispatch
- Ms. April Heinze, SNC, NENA
- Mr. Jeff Troyer, SNC, Kalamazoo County Consolidated Dispatch Authority
- F/Lt. Jay Poupard, Michigan State Police
- Mr. Steven Berenbaum, SNC, AT&T
- Mr. Bryce Tracy, Mackinac County 911
- Mr. Scott Temple, SNC, INdigital
- Maj. Beth Clark, SNC, Michigan State Police
- Mr. Jeremy Ludwig, Allegan County Central Dispatch
- Mr. Josh Mausolf, Ottawa County Central Dispatch Authority
- Ms. Cherie Bartram, SERESA (*January-March*)
- Mr. Jim Valentine, Ionia County Central Dispatch (*January-March*)

On December 31, 2021, P.A. 32 of 1986, as amended, was scheduled to sunset. This act is also known as the 911 Enabling Act and governs the 911 industry in Michigan. The LAS developed two workgroups to begin the process of crafting a legislative proposal to renew the act. The LAS worked with a variety of individuals and stakeholders who represent the many facets of the 911 industry to ensure the proposal would reflect the needs of 911 as a whole.

Prior to the first LAS meeting in 2021, the Michigan Communications Director's Association (MCDA) obtained a potential sponsor for a draft bill for the rewrite. From that point, the MCDA was the lead on the 911 act rewrite with support and input provided from the LAS.

At the January 20 meeting, discussion items included:

- The two workgroups have been developed and will begin meeting this month. The stable funding workgroup will focus on the financial aspects while the policy/technology workgroup will focus on those specific aspects of the act. Both workgroups will report their findings to the LAS.
- There is a difference between Federal and Michigan compliance regarding Multi-Line Telephone Systems (MLTS). This topic will remain important during the rewrite of the 911 act.

At the March 1 meeting, discussion items included:

- A recommendation was made to the SNC to draft comments on the FCC fee diversion Notices of Proposed Rulemaking.
- A recommendation was made to the SNC to recommend Ms. Patricia Coates as a member of the Strike Force representing the State of Michigan in the discussions about the 911 fee diversion, impacts of 911 fee diversion, and recommendations to the FCC on 911 fee diversion.

At the March 15 meeting, discussion items included:

- Ms. Sellek provided a historical background summarizing how rewrites occurred in the past. With

a legislator reaching out to Mr. Bodkin, the lobbyist for MCDA, he secured a sponsor for the 911 bill. With this, it was decided MCDA would create the draft language, providing the draft to LAS for recommendation before it goes to the SNC for support.

- An introduction to the 988 Suicide Hotline Legislation. At first, a senator wanted to include a 988 surcharge to the 911 surcharge. Ms. Sellek explained why this would not work and asked that it not be added, especially with the current 911 fee diversion through the FCC being discussed.

At the June 16 meeting, discussion items included:

- The major changes in the draft language to date. There were a couple items from the workgroup that did not make it into the draft language. At this time, LAS did not take a position on the bill due to it still needing to go before treasury, providers, and retailers for input.
- LAS members received the annual Bylaws and State Ethics Act for acknowledgment.

At the October 1 meeting, discussion items included:

- The MCDA requested LAS approval of HB5026 H-3 to move forward to the SNC for approval of support. There was not a quorum present; however, members of LAS received a copy of the draft for review.
- An amendment to the bylaws was distributed, which include the addition of a vice-chair to each subcommittee. Complying with the Open Meetings Act, a physical quorum for each meeting is required. Those calling in to participate may provide feedback; however, they do not count towards the quorum and cannot vote on any agenda items.

HB5026, P.A. 32 of 1986, as amended, was signed into law by the Governor with an effective date of December 17, 2021. The current 911 Act can be found [here](#).

MICHIGAN DEPARTMENT OF TREASURY

The Michigan Department of Treasury is responsible for the financial administration of the Emergency 911 Fund. Financial administration tasks specified in P.A. 32 of 1986 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 MPSC.
- Accounting for these transactions.

Cash receipts from telecommunication suppliers, prepaid wireless telecommunication service sellers, and interest earnings for January 1 through December 31, 2021, total \$43.2 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 Emergency 911 Fund:

1. & 2. **County payments** made quarterly to counties that have a final 911 plan in place. The payments are based on 65% of the money deposited in the Emergency 911 Fund (not to exceed \$37 million annually), with 40% equally distributed to each qualifying county, and the remaining 60% distributed on a per-capita basis to each qualifying county. Money deposited in the Emergency 911 Fund in excess of \$37 million is allocated for supplier reimbursement payments and funding the NG911 network.
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 MPSC'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 25.56% of the first \$37 million deposited in the Emergency 911 Fund and 100% of the amount exceeding \$37 million deposited in the Emergency 911 Fund. As of December 31, 2021, a balance of \$20.8 million remains in the fund for disbursement; however, there were several pending invoices waiting for approval.
4. **PSAP training fund payments** made semi-annually are based on 5.5% of the money deposited into the Emergency 911 Fund, not to exceed \$37 million annually. The second disbursement of training funds for 2021 was made in February 2022 to 122 PSAPs and totaled \$1,200,200.00. The next payment should occur in the spring of 2022.

For questions, contact [Ms. Juanita Sarles](#).

Overview of Emergency 911 Fund As of December 31, 2021

FUND	Revenues	Disbursements
CMRS	\$15,516,399.52	\$17,021,241.86
County	\$ 9,665,480.30	\$ 9,621,711.00
County/POP	\$14,498,572.19	\$14,432,104.00
Training ⁽¹⁾	\$ 2,045,975.43	\$ 2,022,545.00
MSP	\$ -	\$ -
MSP 911/ETSC Admin	\$ 907,023.32	\$ 703,367.36
MSP 911/Disp. Ctr	\$ 557,596.23	\$ 432,397.94
Treasury Admin	\$ -	\$ -
TOTALS	\$43,191,046.99	\$44,233,367.16

⁽¹⁾ Disbursements include repayments from prior periods.

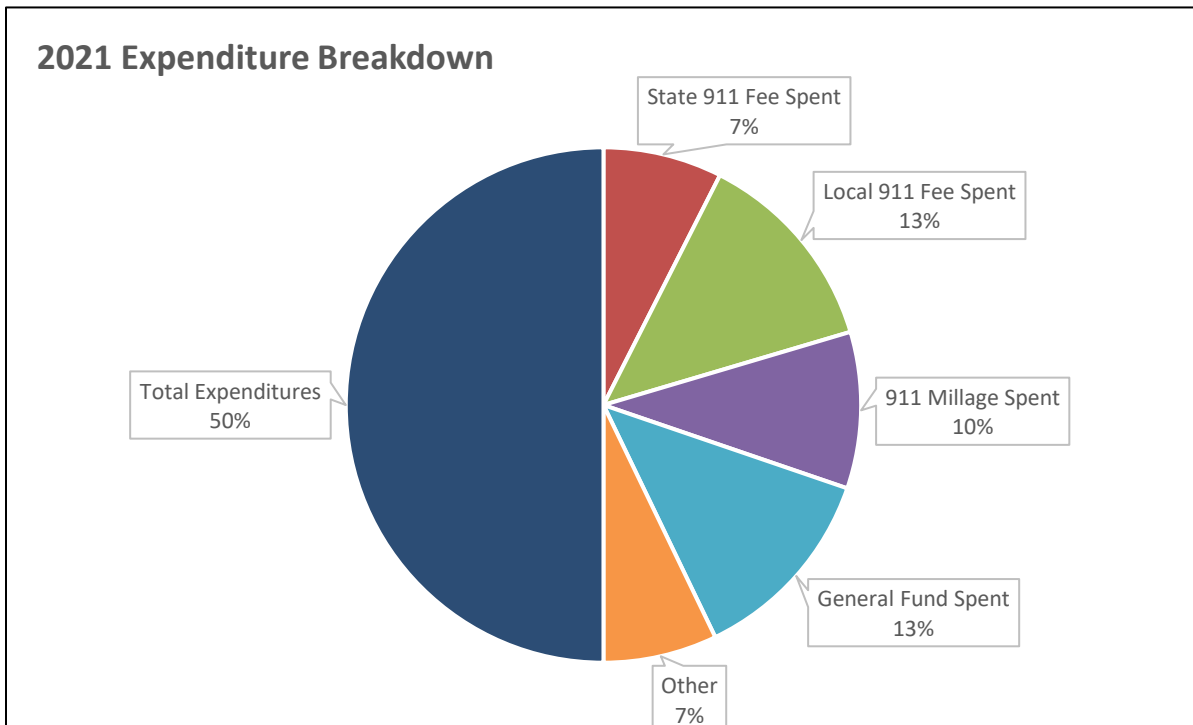
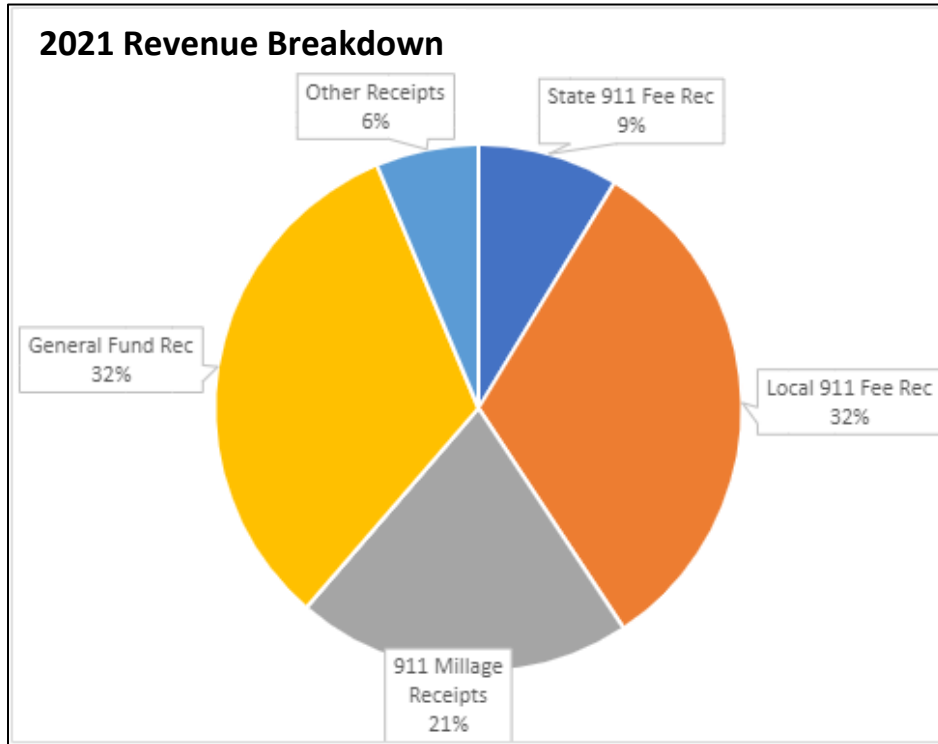
Distribution of Emergency 911 Funds to Counties
Equal and Per Capita (January – December 2021)

County	Net Payment
Alcona	\$ 131,893
Alger	129,935
Allegan	278,583
Alpena	159,134
Antrim	150,346
Arenac	139,131
Baraga	128,853
Barry	202,316
Bay	273,274
Benzie	141,505
Berrien	344,880
Branch	181,984
Calhoun	314,704
Cass	192,270
Charlevoix	153,805
Cheboygan	154,101
Chippewa	172,161
Clare	161,073
Clinton	225,982
Crawford	136,466
Delta	170,041
Dickinson	154,124
Eaton	273,257
Emmet	163,653
Genesee	737,614
Gladwin	153,430
Gogebic	139,902
Grand Traverse	242,925
Gratiot	177,936
Hillsdale	184,087
Houghton	169,399
Huron	164,273
Ingham	526,053
Ionia	209,224
Iosco	153,714
Iron	133,172
Isabella	218,579
Jackson	349,895
Kalamazoo	481,426
Kalkaska	140,962
Kent	995,805
Keweenaw	119,065

County	Net Payment
Lake	\$ 132,765
Lapeer	244,871
Leelanau	147,612
Lenawee	261,769
Livingston	380,148
Luce	125,599
Mackinac	132,143
Macomb	1,343,829
Manistee	152,030
Marquette	213,857
Mason	157,829
Mecosta	178,406
Menominee	151,002
Midland	238,023
Missaukee	137,598
Monroe	337,884
Montcalm	208,403
Montmorency	130,175
Muskegon	367,328
Newaygo	186,674
Oakland	1,871,487
Oceana	154,711
Ogemaw	147,599
Ontonagon	125,817
Osceola	150,269
Oscoda	128,533
Otsego	151,198
Ottawa	501,093
Presque Isle	135,447
Roscommon	151,615
Saginaw	408,183
Saint Clair	353,972
Saint Joseph	205,414
Sanilac	178,868
Schoolcraft	128,306
Shiawassee	219,070
Tuscola	197,287
Van Buren	227,261
Washtenaw	619,346
Wayne	2,774,249
Wexford	163,713
TOTAL	\$24,052,315

COUNTY FINANCIAL INFORMATION

As reported by the counties:



Appendix B
FINANCIAL BREAKDOWN BY COUNTY

County	Total State 911 Fee Received	Total Local 911 Fee Received	Total 911 Millage Receipts	Total General Fund Monies	Total Other Receipts	Total State 911 Fee Expended	Total Local 911 Fee Expended	Total 911 Millage Expended	Total General Fund Monies Expended	Total Other Monies Expended	Total Expenses
Alcona	\$ 131,657.00	\$ 361,004.60	\$ 194,394.73	\$ -	\$ 1,063.00	\$ 131,657.00	\$ 290,269.80	\$ 194,394.73	\$ -	\$ -	\$ 616,321.53
Alger	\$ 133,701.92	\$ 46,543.76	\$ 208,379.60	\$ 27,500.00	\$ 17,764.68	\$ 133,701.92	\$ 46,543.76	\$ 208,379.60	\$ 27,500.00	\$ 17,764.68	\$ 37,670.96
Allegan	\$ 115,709.00	\$ 3,716,897.00	\$ -	\$ -	\$ 23,892.00	\$ 115,709.00	\$ 3,543,421.00	\$ -	\$ -	\$ 23,892.00	\$ 3,683,022.00
Alpena	\$ 159,134.00	\$ 917,613.00	\$ -	\$ -	\$ 91.00	\$ 1,117,139.00	\$ -	\$ -	\$ -	\$ -	\$ 1,117,139.00
Antrim	\$ 150,561.90	\$ -	\$ 997,392.51	\$ -	\$ 9,393.72	\$ 681,850.71	\$ -	\$ 928,077.07	\$ -	\$ -	\$ -
Arenac	\$ 139,131.00	\$ 77,370.66	\$ 801,382.96	\$ 1,261.12	\$ 22,771.41	\$ 139,131.00	\$ 77,370.66	\$ 571,213.52	\$ 1,261.12	\$ 22,771.41	\$ 811,747.71
Barry	\$ 202,316.00	\$ -	\$ 1,987,221.79	\$ -	\$ -	\$ 158,926.39	\$ -	\$ 2,211,788.58	\$ -	\$ -	\$ 2,370,714.97
Bay	\$ 297,046.00	\$ -	\$ 2,094,706.00	\$ -	\$ 25,393.00	\$ 297,046.00	\$ -	\$ 2,135,817.00	\$ -	\$ -	\$ 2,458,256.00
Benzie	\$ 141,505.00	\$ 617,210.51	\$ -	\$ -	\$ 35.00	\$ 657,883.63	\$ -	\$ -	\$ -	\$ -	\$ 657,883.63
Berrien	\$ 344,880.00	\$ 685,840.25	\$ 3,821,270.65	\$ -	\$ 70,656.81	\$ 344,880.00	\$ 685,840.25	\$ 3,728,413.68	\$ -	\$ 70,656.81	\$ 4,829,790.74
Branch	\$ 181,984.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Calhoun	\$ 314,142.00	\$ 786,250.00	\$ -	\$ -	\$ 2,445,342.00	\$ 314,142.00	\$ 786,250.00	\$ -	\$ -	\$ 2,183,242.00	\$ 3,283,634.00
Cass	\$ 192,270.00	\$ 717,432.00	\$ 464,878.00	\$ -	\$ 18,519.00	\$ 192,270.00	\$ 717,432.00	\$ 262,011.00	\$ -	\$ 18,519.00	\$ 1,191,232.00
Charlevoix	\$ 153,529.00	\$ 200,164.88	\$ 2,256,017.00	\$ 468,854.50	\$ 140,050.30	\$ 153,529.00	\$ 200,164.88	\$ 2,256,017.00	\$ 468,854.50	\$ 140,050.30	\$ 3,218,615.68
Chippewa	\$ 171,852.00	\$ 647,955.67	\$ -	\$ -	\$ 223,422.53	\$ 171,852.00	\$ 647,955.67	\$ -	\$ -	\$ 223,422.53	\$ 1,043,230.20
Clare	\$ 161,073.00	\$ 351,411.12	\$ 400,984.63	\$ -	\$ 65,792.50	\$ 161,073.00	\$ 351,411.12	\$ 302,458.66	\$ -	\$ 65,792.50	\$ 880,735.28
Clinton	\$ 225,578.00	\$ 1,283,453.00	\$ 2,550,471.00	\$ -	\$ 211,102.00	\$ 225,578.00	\$ 850,100.00	\$ 3,827,610.00	\$ -	\$ -	\$ 4,903,809.00
Crawford	\$ 136,466.00	\$ 343,286.36	\$ -	\$ 55,000.00	\$ 6,224.00	\$ 136,286.00	\$ 343,286.36	\$ -	\$ 55,000.00	\$ 6,224.00	\$ 539,033.87
Delta	\$ 170,041.00	\$ 372,149.54	\$ 675,379.41	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Dickinson	\$ 198,682.00	\$ 201,018.50	\$ 365,278.59	\$ -	\$ -	\$ 198,682.00	\$ 201,018.50	\$ 365,278.59	\$ -	\$ 73,437.42	\$ 838,416.51
Eaton	\$ 272,768.00	\$ 1,954,305.79	\$ 3,637,049.98	\$ -	\$ 80,630.13	\$ 272,768.00	\$ 1,963,341.73	\$ 3,136,792.91	\$ -	\$ 80,630.13	\$ 5,453,532.17
Genesee	\$ 898,901.69	\$ 6,975,305.44	\$ -	\$ 140,000.00	\$ 132,180.27	\$ 898,901.69	\$ 6,975,305.44	\$ -	\$ 140,000.00	\$ 132,180.27	\$ 7,789,059.27
Gladwin	\$ 153,430.00	\$ 131,378.85	\$ 749,407.68	\$ -	\$ 2,280.21	\$ 2,523.00	\$ 87,746.46	\$ 894,946.69	\$ -	\$ -	\$ 985,216.15
Grand Traverse	\$ 242,491.00	\$ 2,539,667.65	\$ -	\$ -	\$ 43,461.67	\$ 242,491.00	\$ 2,282,306.84	\$ -	\$ -	\$ 43,461.67	\$ 2,568,259.51
Gratiot	\$ 177,936.00	\$ 1,052,402.00	\$ -	\$ -	\$ 177,936.00	\$ 881,047.00	\$ -	\$ -	\$ -	\$ -	\$ -
Hillsdale	\$ 1,837,757.00	\$ 1,018,348.00	\$ -	\$ -	\$ 64,548.00	\$ 183,757.00	\$ 1,018,348.00	\$ -	\$ -	\$ 64,548.00	\$ 1,290,205.00
Huron	\$ 170,820.00	\$ 737,395.43	\$ -	\$ 115,432.96	\$ 336.24	\$ 170,820.00	\$ 737,395.43	\$ -	\$ 115,432.96	\$ 336.24	\$ 1,023,984.63
Ingham	\$ 582,075.00	\$ 5,101,340.39	\$ 6,750,932.18	\$ -	\$ 299,691.17	\$ 582,075.00	\$ 5,101,340.39	\$ 6,081,799.88	\$ -	\$ -	\$ 11,765,215.27
Ionia	\$ 209,224.00	\$ 1,031,159.63	\$ -	\$ -	\$ 631.19	\$ 209,224.00	\$ 1,329,459.34	\$ -	\$ -	\$ 619.19	\$ 1,621,194.82
Iosco	\$ 109,868.00	\$ 57,388.38	\$ 819,680.10	\$ -	\$ -	\$ 109,868.00	\$ 57,388.38	\$ 819,680.10	\$ -	\$ -	\$ 986,948.48
Iron	\$ 132,933.00	\$ 153,993.18	\$ 404,337.01	\$ 60,000.00	\$ 3,742.24	\$ 132,933.00	\$ 153,993.18	\$ 404,337.01	\$ 16,273.44	\$ -	\$ 707,536.63
Isabella	\$ 218,579.00	\$ 1,619,098.59	\$ -	\$ 508,988.00	\$ 918,341.20	\$ 218,579.00	\$ 1,430,114.32	\$ -	\$ 508,988.00	\$ -	\$ 3,076,022.52
Jackson	\$ 349,895.00	\$ 2,401,933.00	\$ -	\$ 393,001.00	\$ 832,635.00	\$ 349,895.00	\$ 2,401,933.00	\$ -	\$ 393,001.00	\$ 97,484.00	\$ 3,242,313.00
Kalamazoo	\$ 480,567.00	\$ 1,149,934.00	\$ 5,901,100.00	\$ -	\$ 94,821.00	\$ 480,567.00	\$ 1,149,934.00	\$ 5,901,100.00	\$ -	\$ 3,162,576.00	\$ 10,694,177.00
Kalkaska	\$ 140,710.00	\$ 475,303.32	\$ -	\$ -	\$ 3,528.96	\$ 140,710.00	\$ 393,443.00	\$ -	\$ -	\$ -	\$ 534,153.00
Kent	\$ 3,146,576.74	\$ 7,968,341.00	\$ -	\$ 2,007,293.00	\$ 1,704,857.53	\$ 3,064,333.37	\$ 7,968,341.00	\$ -	\$ 2,007,293.00	\$ 5,651.73	\$ 14,872,603.21
Lake	\$ 132,765.00	\$ -	\$ 1,053,844.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Lapeer	\$ 244,433.00	\$ 1,835,452.00	\$ -	\$ -	\$ 15,672.00	\$ 244,433.00	\$ 1,586,098.00	\$ -	\$ -	\$ 7,854.00	\$ -
Leelanau	\$ 147,612.00	\$ 127,144.54	\$ -	\$ 873,762.00	\$ 165,000.00	\$ 147,612.00	\$ 127,144.54	\$ -	\$ 873,762.00	\$ 165,000.00	\$ 1,313,518.54
Lenawee	\$ 261,769.00	\$ 2,860,815.32	\$ -	\$ -	\$ 11,718.72	\$ 2,766,233.71	\$ -	\$ -	\$ -	\$ -	\$ 2,766,233.71
Livingston	\$ 379,469.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Macomb	\$ 1,341,221.00	\$ -	\$ -	\$ 12,280,736.55	\$ 11,195.66	\$ 1,074,828.78	\$ -	\$ -	\$ 11,912,687.61	\$ 71,474.80	\$ 13,058,991.19
Manistee	\$ 152,030.00	\$ -	\$ 966,767.00	\$ 164,190.00	\$ 85,690.00	\$ 152,030.00	\$ -	\$ 966,767.00	\$ 164,190.00	\$ 85,690.00	\$ 1,368,677.00
Marquette	\$ 213,474.00	\$ 19,254.00	\$ 1,282,680.00	\$ -	\$ 1,440.00	\$ 213,474.00	\$ 19,254.00	\$ 1,470,060.00	\$ -	\$ 1,440.00	\$ 1,683,534.00
Mason	\$ 311,980.00	\$ 1,164,340.44	\$ 493,193.55	\$ -	\$ 80,821.71	\$ 311,980.00	\$ 1,164,340.44	\$ 493,193.55	\$ -	\$ 60,928.85	\$ 2,030,442.84
Mecosta	\$ 178,406.00	\$ 908,637.69	\$ -	\$ -	\$ 64,607.30	\$ 178,406.00	\$ 908,637.69	\$ -	\$ -	\$ 64,607.30	\$ 1,151,650.99
Menominee	\$ 161,376.00	\$ 493,341.00	\$ 518,609.00	\$ -	\$ 40,344.00	\$ 161,376.00	\$ 493,341.00	\$ 43,477.00	\$ -	\$ 40,500.00	\$ 1,171,682.00
Midland	\$ 237,000.00	\$ -	\$ 2,434,466.00	\$ -	\$ 580,428.00	\$ 237,000.00	\$ -	\$ 2,589,402.00	\$ -	\$ -	\$ -
Missaukee	\$ 137,598.00	\$ 430,858.06	\$ -	\$ 407,125.11	\$ 770.65	\$ 137,598.00	\$ 189,192.80	\$ -	\$ 407,125.11	\$ -	\$ 733,915.91

County	Total State 911 Fee Received	Total Local 911 Fee Received	Total 911 Millage Receipts	Total General Fund Monies	Total Other Receipts	Total State 911 Fee Expended	Total Local 911 Fee Expended	Total 911 Millage Expended	Total General Fund Monies Expended	Total Other Monies Expended	Total Expenses
Monroe	\$ 337,280.00	\$ 3,492,243.34			\$ 26,585.50	\$ 337,280.00	\$ 3,513,639.53			\$ 26,585.50	\$ 3,877,505.03
Montcalm	\$ 208,403.00	\$ 1,524.57	\$ -	\$ -	\$ 18,897.66	\$ 208,403.00	\$ 1,472,724.52	\$ -	\$ -	\$ -	
Montmorency	\$ 135,216.00	\$ 234,417.00	\$ -	\$ 30,000.00		\$ 135,216.00	\$ 234,417.00	\$ -	\$ 30,000.00	\$ 37,071.00	\$ 436,704.00
Muskegon	\$ 367,328.00	\$ 4,588,555.00	\$ 1,428,634.00	\$ -	\$ 1,628,513.00	\$ 367,328.00	\$ 4,588,555.00	\$ 1,428,634.00	\$ -	\$ 7,738,350.00	
Newaygo	\$ 186,674.00	\$ 1,285,302.84	\$ -	\$ -	\$ -	\$ 213,243.08	\$ 629,658.03				\$ 842,901.11
Oakland	\$ -	\$ -	\$ 3,073,387.05	\$ 41,375,989.78	\$ 3,756,787.00	\$ 11,900.53	\$ -	\$ 3,026,559.05	\$ 22,612,786.70	\$ 22,890,825.00	\$ 23,749,170.33
Ogemaw	\$ 147,599.00	\$ 292,804.05	\$ 737,748.76	\$ 9,239.19	\$ 14,095.00	\$ 147,599.00	\$ 292,804.05	\$ 737,748.76	\$ 9,239.19	\$ 14,095.00	\$ 1,201,486.00
Oscoda	\$ 171,420.35	\$ 38,709.41	\$ -	\$ 116,612.04	\$ -	\$ 154,009.67	\$ -	\$ -	\$ 116,612.04	\$ -	\$ 270,621.71
Otsego	\$ 151,198.00	\$ 476,316.00	\$ -	\$ -	\$ 549.00	\$ 151,536.00	\$ 422,184.00	\$ -	\$ -	\$ -	\$ 573,720.00
Ottawa	\$ 500,199.00	\$ -	\$ 5,515,858.00	\$ -	\$ 99,084.00	\$ 500,199.00	\$ -	\$ 5,233,495.00	\$ -	\$ -	\$ 5,832,778.00
Presque Isle	\$ 135,447.00	\$ 145,360.80	\$ -	\$ -	\$ -	\$ 135,447.00	\$ 145,360.80	\$ 0	\$ -	\$ -	
Roscommon	\$ 156,634.19	\$ -	\$ 1,399,239.92	\$ -	\$ 27,400.23	\$ 156,634.19	\$ -	\$ 1,077,455.47	\$ -	\$ 27,400.23	\$ 1,219,331.67
Saginaw	\$ 408,183.00	\$ 5,202,708.00	\$ 1,352,423.00		\$ 126,625.00	\$ 408,183.00	\$ 5,202,708.00	\$ 1,076,016.00	\$ -	\$ 126,625.00	\$ 6,813,532.00
Sanilac	\$ 178,548.00	\$ 205,847.00	\$ 311,520.55	\$ 281,598.84	\$ 4,800.00	\$ 178,548.00	\$ 205,847.00	\$ 243,129.00	\$ 281,598.84	\$ -	\$ 909,122.84
Shiawassee	\$ 219,070.00	\$ 2,364,935.21	\$ -	\$ -	\$ 39,151.22	\$ 219,070.00	\$ 1,760,591.47	\$ -	\$ -	\$ 39,151.22	\$ 2,018,812.69
St. Clair	\$ 353,340.00	\$ 1,065,916.65		\$ 936,193.07	\$ 15,999.53	\$ 353,340.00	\$ 1,065,916.65		\$ 936,193.07	\$ 15,999.53	\$ 1,938,153.25
St. Joseph	\$ 205,047.00	\$ 244,421.00	\$ 1,967,500.00	\$ -	\$ 690,411.00	\$ -	\$ -	\$ 1,967,500.00	\$ -	\$ 489,170.00	\$ 2,456,670.00
Tuscola	\$ 196,934.00	\$ 1,066,263.43	\$ -	\$ -	\$ 23,488.92	\$ 1,371,620.14	\$ 1,371,620.14	\$ -	\$ -	\$ -	
Van Buren	\$ 197,372.00	\$ 1,885,395.91	\$ -	\$ -	\$ 159.53	\$ 197,372.00	\$ 1,212,023.91	\$ -	\$ -	\$ 1,297,535.55	\$ 2,706,931.36
Washtenaw	\$ 478,129.43	\$ 1,655,910.22		\$ 136,697.15							
Wayne - Conf. of Eastern Wayne	\$ 37,871.02	\$ 168,504.48	\$ -	\$ 859,976.36	\$ -	\$ 37,871.02	\$ 168,504.48	\$ -	\$ 859,976.36	\$ 114,428.00	\$ 1,066,328.86
Wayne - Conf. of Western Wayne	\$ 734,779.85	\$ 1,482,967.93	\$ -	\$ 11,212,335.00	\$ 3,011,692.40	\$ 608,107.81	\$ 1,221,814.38	\$ -	\$ 11,212,335.00	\$ 2,822,832.04	\$ 15,844,957.12
Wayne - Downriver Community Conf/Mutual Aid	\$ 1,458,262.98	\$ -	\$ -	\$ -	\$ 4,317.92	\$ 1,337,328.39			\$ 3,909,906.16		\$ 1,337,328.39
Wexford	\$ 163,420.00	\$ 765,454.00	\$ -	\$ -	\$ 44.00	\$ 163,420.00	\$ 765,454.00	\$ -	\$ -	\$ 26,303.00	\$ 955,177.00
TOTAL	\$ 23,873,279.07	\$ 80,196,295.39	\$ 57,616,134.65	\$ 72,461,785.67	\$ 18,011,635.74	\$ 25,587,345.03	\$ 71,434,332.94	\$ 54,583,552.85	\$ 57,060,016.10	\$ 42,597,125.90	\$ 198,421,551.28

CALL VOLUME BREAKDOWN BY COUNTY

County	Total Wireline 911 Received	Total Wireless 911 Received	Total VoIP Calls Received	Total Text-to- 911 Received	Total PSAP Admin Calls
Alcona	465	4,052	274	10	N/A
Alger	711	2,581	53	15	33,921
Allegan	1,658	43,699	2,264	82	65,517
Alpena	1,123	8,866	1,470	70	13,284
Antrim	537	10,647	550	2	8,484
Arenac	9,377	8,115	505	27	15,000
Baraga*	751	1,849	23	59	88,465
Barry	2,908	16,285	894	61	41,653
Bay	6,695	60,373	10,019	87	72,661
Benzie	6,214	1,418	448	31	17,228
Berrien	4110	78,293	5806	152	163,621
Branch	2,234	23,408	1,414	54	37,305
Calhoun	8,306	92,758	6,928	185	175,121
Cass	1,118	20,415	1,576	65	82,706
CCE	6,460	65,683	5,044	70	65,737
Chippewa	3,573	11,951	1307	20	43,416
Clare	1,343	14,111	1,114	20	28,164
Clinton	4,454	31,230	1,702	74	42,082
Crawford	807	4,196	12	2	5,683
Delta	1171	9566	1136	47	38,472
Dickinson	2,031	6,093	678	39	34,092
Eaton	62,819	43,404	1,900	147	87,861
Genesee	15,203	341,046	31,294	834	427,325
Gogebic*	808	3,323	673	***	****
Gladwin	5,208	3,984	N/A	30	61,183
Grand Traverse	3,444	34,412	2,886	67	69,227
Gratiot	1,631	13,884	1,550	155	24,718
Hillsdale	1,697	23,577	4,924	18	39,541
Houghton*	1,690	10,108	1,120	***	****
Huron	617	10,256	550	26	59,263
Ingham	9,647	158,584	15,369	594	237,228
Ionia	2,184	21,106	N/A	34	43,021
Iosco	1,285	9,048	1,210	24	22,836
Iron	505	4,218	262	23	21,773
Isabella	3,797	118,174	1,053	15	86,345

County	Total Wireline 911 Received	Total Wireless 911 Received	Total VoIP Calls Received	Total Text-to-911 Received	Total PSAP Admin Calls
Jackson	49,436	117,958	7,162	372	58,797
Kalamazoo	12,317	149,188	11,969	551	302,452
Kalkaska	463	6,927	427	2	21,881
Kent	17,105	266,720	18,305	0	350,156
Keweenaw*	158	1,035	50	*	****
Lake	566	5,848	207	26	N/A
Lapeer	5,165	27,761	2010	95	38,427
Leelanau	822	7,759	547	32	20,256
Lenawee	3,600	35,118	3,094	126	91,248
Livingston	69,719	68,668	5,046	20	114,936
Luce**	628	2,006	N/A	***	****
Mackinac**	1,662	7,763	N/A	***	****
Macomb	22,206	514,928	31998	952	467,003
Manistee	1,196	9,809	631	42	39,283
Marquette	2,779	27,248	2,036	97	91,014
Mason/Oceana 911	3,023	25,915	1,658	48	33,300
Meceola Consolidated Central Dispatch Authority	2,768	26,544	1,203	57	82,681
Menominee	696	4,920	901	7	25,457
Midland	5,427	42,373	3,498	57	19,753
Missaukee	675	5,388	225	6	22,298
Monroe	5,199	50,136	2,949	93	80,237
Montcalm	2,124	22,576	1,541	57	35,776
Montmorency	612	4,431	91	8	3,819
Muskegon	10,327	124,131	14,007	0	87,690
Newaygo	1,757	16,773	1,103	49	50,936
Oakland	52,362	460,445	68,636	1,523	930,056
Ogemaw	1,625	13,483	1,557	37	37,723
Ontonagon*	533	1,647	89	***	****
Oscoda	565	2,759	92	8	15,200
Otsego	1,040	11,249	693	17	26,463
Ottawa	8,059	95,881	6,437	219	187,841
Presque Isle	932	4274	313	16	10,019
Roscommon	1,345	12,523	1,034	18	43,567
Saginaw	24,585	113,282	9,078	136	152,441
Sanilac	1,265	12,942	529	36	157,420
Schoolcraft*	616	2,973	185	***	****
Shiawassee	2,312	27,207	1,985	43	58,708
St. Clair	4,594	62,214	4,428	85	182,894
St. Joseph	2,716	27,072	1,571	157	88,784

County	Total Wireline 911 Received	Total Wireless 911 Received	Total VoIP Calls Received	Total Text-to-911 Received	Total PSAP Admin Calls
Tuscola	2,336	16,115	833	76	20,346
Van Buren	3,835	33,236	2,243	71	64,733
Washtenaw	214,245	N/A	N/A	95	406,207
Wayne - Conference of Eastern Wayne	3,406	28,607	1,120	407	87,531
Wayne - Conference of Western Wayne	42,666	374,408	31,093	367	661,680
Wayne-Detroit Service District	20,888	1,033,141	61,287	0	122,452
Wayne - Downriver Community Conference/Mutual Aid	10748	157,171	6,440	331	200,239
Wexford	2,010	15,002	220	10	44,839
TOTAL	799,694	5,388,267	416,529	9,488	7,789,476

*Dispatched by Negaunee Regional Communications Center (NRCC)

**Dispatched by Chippewa Central Dispatch Center

***Unable to differentiate text-to-911 by county, one entry for the NRCC and Chippewa County

****Unable to differentiate administrative (non-911) call by county, one entry for NRCC and Chippewa County

MICHIGAN 911 COUNTY SURCHARGES
 AS COMPILED BY MICHIGAN PUBLIC SERVICE COMMISSION STAFF
 RATES EFFECTIVE JULY 1, 2021

County	Technical Charge: Recurring*	Technical Charge: Nonrecurring*	County Charge**	Total
Alcona	\$0.47	\$0.03	\$3.00	\$3.50
Alger	\$0.47	\$0.03	\$0.42	\$0.92
Allegan	\$0.47	\$0.03	\$3.00	\$3.50
Alpena	\$0.47	\$0.03	\$3.00	\$3.50
Antrim	\$0.47	\$0.03	\$ -	\$0.50
Arenac	\$0.47	\$0.03	\$0.42	\$0.92
Baraga	\$0.47	\$0.03	\$0.42	\$0.92
Barry	\$0.47	\$0.03	\$ -	\$0.50
Bay	\$0.47	\$0.03	\$ -	\$0.50
Benzie	\$0.47	\$0.03	\$3.00	\$3.50
Berrien	\$0.47	\$0.03	\$0.42	\$0.92
Branch	\$0.47	\$0.03	\$2.94	\$3.44
Calhoun	\$0.47	\$0.03	\$0.60	\$1.10
Cass	\$0.47	\$0.03	\$1.39	\$1.89
Charlevoix	\$0.47	\$0.03	\$0.61	\$1.11
Cheboygan	\$0.47	\$0.03	\$0.61	\$1.11
Chippewa	\$0.47	\$0.03	\$2.25	\$2.75
Clare	\$0.47	\$0.03	\$1.75	\$2.25
Clinton	\$0.47	\$0.03	\$1.50	\$2.00
Crawford	\$0.47	\$0.03	\$2.35	\$2.85
Delta	\$0.47	\$0.03	\$0.80	\$1.30
Dickinson	\$0.47	\$0.03	\$0.68	\$1.18
Eaton	\$0.47	\$0.03	\$1.65	\$2.15
Emmet	\$0.47	\$0.03	\$0.61	\$1.11
Genesee	\$0.47	\$0.03	\$1.86	\$2.36
Gladwin	\$0.47	\$0.03	\$0.51	\$1.01
Gogebic	\$0.47	\$0.03	\$2.50	\$3.00
Grand Traverse	\$0.47	\$0.03	\$2.50	\$3.00
Gratiot	\$0.47	\$0.03	\$3.00	\$3.50
Hillsdale	\$0.47	\$0.03	\$2.60	\$3.10
Houghton	\$0.47	\$0.03	\$1.10	\$1.60
Huron	\$0.47	\$0.03	\$2.20	\$2.70
Ingham	\$0.47	\$0.03	\$1.80	\$2.30
Ionia	\$0.47	\$0.03	\$2.85	\$3.35
Iosco	\$0.47	\$0.03	\$0.20	\$0.70
Iron	\$0.47	\$0.03	\$ -	\$0.50
Isabella	\$0.47	\$0.03	\$3.00	\$3.50
Jackson	\$0.47	\$0.03	\$1.50	\$2.00
Kalamazoo	\$0.47	\$0.03	\$0.42	\$0.92
Kalkaska	\$0.47	\$0.03	\$2.52	\$3.02
Kent	\$0.47	\$0.03	\$1.15	\$1.65
Keweenaw	\$0.47	\$0.03	\$ -	\$0.50
Lake	\$0.47	\$0.03	\$ -	\$0.50
Lapeer	\$0.47	\$0.03	\$2.29	\$2.79
Leelanau	\$0.47	\$0.03	\$0.42	\$0.92
Lenawee	\$0.47	\$0.03	\$3.00	\$3.50

County	Technical Charge: Recurring*	Technical Charge: Nonrecurring*	County Charge**	Total
Livingston	\$0.47	\$0.03	\$1.85	\$2.35
Luce	\$0.47	\$0.03	\$0.99	\$1.49
Mackinac	\$0.47	\$0.03	\$1.48	\$1.98
Macomb	\$0.47	\$0.03	\$ -	\$0.50
Manistee	\$0.47	\$0.03	\$ -	\$0.50
Marquette	\$0.47	\$0.03	\$0.42	\$0.92
Mason	\$0.47	\$0.03	\$2.09	\$2.59
Mecosta	\$0.47	\$0.03	\$3.00	\$3.50
Menominee	\$0.47	\$0.03	\$2.12	\$2.62
Midland	\$0.47	\$0.03	\$ -	\$0.50
Missaukee	\$0.47	\$0.03	\$3.00	\$3.50
Monroe	\$0.47	\$0.03	\$2.00	\$2.50
Montcalm	\$0.47	\$0.03	\$2.85	\$3.35
Montmorency	\$0.47	\$0.03	\$3.00	\$3.50
Muskegon	\$0.47	\$0.03	\$2.75	\$3.25
Newaygo	\$0.47	\$0.03	\$3.00	\$3.50
Oakland	\$0.47	\$0.03	\$0.42	\$0.92
Oceana	\$0.47	\$0.03	\$2.09	\$2.59
Ogemaw	\$0.47	\$0.03	\$1.38	\$1.88
Ontonagon	\$0.47	\$0.03	\$0.51	\$1.01
Osceola	\$0.47	\$0.03	\$3.00	\$3.50
Oscoda	\$0.47	\$0.03	\$0.45	\$0.95
Otsego	\$0.47	\$0.03	\$1.72	\$2.22
Ottawa	\$0.47	\$0.03	\$ -	\$0.50
Presque Isle	\$0.47	\$0.03	\$2.00	\$2.50
Roscommon	\$0.47	\$0.03	\$ -	\$0.50
Saginaw	\$0.47	\$0.03	\$2.65	\$3.15
Sanilac	\$0.47	\$0.03	\$0.44	\$0.94
Schoolcraft	\$0.47	\$0.03	\$0.42	\$0.92
Shiawassee	\$0.47	\$0.03	\$2.65	\$3.15
St. Clair	\$0.47	\$0.03	\$0.60	\$1.10
St. Joseph	\$0.47	\$0.03	\$0.42	\$0.92
Tuscola	\$0.47	\$0.03	\$2.03	\$2.53
Van Buren	\$0.47	\$0.03	\$3.00	\$3.50
Washtenaw	\$0.47	\$0.03	\$0.43	\$0.93
Wayne:				
Detroit Emergency	\$0.47	\$0.03	\$0.42	\$0.92
Downriver	\$0.47	\$0.03	\$0.42	\$0.92
Wayne, Conf. East	\$0.47	\$0.03	\$0.42	\$0.92
Wayne, Conf. West	\$0.47	\$0.03	\$0.42	\$0.92
Wexford	\$0.47	\$0.03	\$2.25	\$2.75

NOTE:

Per P.A. 51 of 2018, the state 911 charge is set at \$0.25.

This charge is also to 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.

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

ALLOWABLE/DISALLOWABLE USAGE OF FUNDS FOR TRAINING

BY WAY OF EXAMPLE, BUT NOT LIMITATION, THE FOLLOWING COSTS ARE ALLOWABLE OR DISALLOWABLE FUNDS FOR TRAINING (as approved by the State 911 Committee on 6/8/16):

ALLOWABLE 9-1-1 SURCHARGE EXPENDITURES FOR TRAINING FUNDS

Salaries and Travel Expenses–Allowed

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

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

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

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

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

Facilities, Equipment, Supplies–Allowed

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

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

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

DISALLOWABLE 9-1-1 SURCHARGE EXPENDITURES FOR TRAINING FUNDS

Salaries and Travel Expenses–Not Allowed

Monetary incentives, bonuses, or awards for completion of training.

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

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

Unreasonable travel expense.

Facilities, Equipment, Supplies–Not Allowed

Alcoholic beverages

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

Training Sessions–Allowed

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

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

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

Eligible personnel may retake classes as needed.

Training Sessions–Not Allowed

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

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

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

PSAP PAYMENT HISTORY FOR TRAINING FUNDS

	2017	2018	2019	2020	2021
NAME	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL
Alcona County 911	8,391.00	7,781.00	8,978.00	7,429.00	7,384.00
Alger County E911	1,048.00	1,945.00	1,283.00	2,123.00	4,219.00
Allegan County Central Dispatch	22,026.00	17,507.00	26,934.00	22,285.00	22,151.00
Alpena County Central Dispatch	10,489.00	9,726.00	11,543.00	9,550.00	9,494.00
Antrim County Central Dispatch Center	8,391.00	7,781.00	11,543.00	9,550.00	9,494.00
Arenac County Central Dispatch	10,489.00	-	-	-	-
Barry County Central Dispatch	16,781.00	15,562.00	20,521.00	16,979.00	17,932.00
Bay County 911 Central Dispatch	23,075.00	21,399.00	32,064.00	26,530.00	24,261.00
Benzie County Sheriff Department	8,391.00	7,781.00	-	-	8,439.00
Berkley Department of Public Safety	-	2,918.00	5,130.00	4,245.00	6,329.00
Berrien County Sheriff Dept.	-	35,015.00	44,890.00	36,081.00	33,755.00
Birmingham Police Department	10,489.00	9,726.00	12,825.00	11,673.00	10,549.00
Bloomfield Hills Public Safety Department	5,244.00	4,863.00	6,413.00	5,306.00	5,274.00
Bloomfield Township Police Dept.	14,684.00	12,644.00	17,956.00	13,796.00	12,658.00
Brownstown Police Department	-	3,891.00	5,130.00	4,245.00	4,219.00
Calhoun County Consolidated Dispatch Authority	31,466.00	30,152.00	41,042.00	33,958.00	33,755.00
Canton Township Department of Public Safety	19,929.00	17,507.00	23,087.00	18,040.00	18,987.00
Cass County Sheriff Department	10,489.00	9,726.00	12,825.00	11,673.00	11,604.00
CCE Central Dispatch Authority	19,929.00	17,507.00	-	16,979.00	17,932.00
Center Line Public Safety Dept.	4,196.00	-	5,130.00	4,245.00	4,219.00
Central Michigan University	6,293.00	6,809.00	7,695.00	6,367.00	5,274.00
Chelsea Police Department	4,196.00	3,891.00	5,130.00	4,245.00	4,219.00
Chesterfield Twp. Police Dept.	-	7,781.00	10,260.00	8,490.00	8,439.00
Chippewa County Central Dispatch	13,635.00	12,644.00	15,390.00	13,796.00	12,658.00
Clare County Central Dispatch	11,537.00	9,726.00	12,825.00	10,612.00	10,549.00
Clay Township Police Dept.	4,196.00	4,863.00	6,413.00	5,306.00	5,274.00
Clinton County Central Dispatch	15,733.00	14,590.00	17,956.00	14,856.00	14,768.00
Crawford Emergency Central Dispatch	7,342.00	5,836.00	6,413.00	6,367.00	6,329.00
Dearborn Heights Police Dept.	10,489.00	6,809.00	8,978.00	-	-
Dearborn United Dispatch Center (Dearborn PD)	18,879.00	20,425.00	33,986.00	32,897.00	36,919.00
Delta County Central Dispatch	9,440.00	8,754.00	11,543.00	9,550.00	10,549.00
Detroit Emergency Telephone District	-	146,870.00	200,081.00	157,057.00	95,990.00
Dickinson County Central Dispatch	9,440.00	9,726.00	12,825.00	9,550.00	10,549.00
Downriver Central Dispatch (Wyandotte)	-	10,699.00	14,108.00	12,735.00	11,604.00

	2017	2018	2019	2020	2021
NAME	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL
Eastern Michigan University Police Department	-	-	10,260.00	8,490.00	8,439.00
Eaton County Central Dispatch	25,173.00	22,371.00	26,934.00	22,285.00	22,151.00
Ecorse Police/Ecorse Fire	-	-	-	-	-
Farmington Hills Police Dept.	17,831.00	17,507.00	21,804.00	18,040.00	17,932.00
Fenton Police Department	5,244.00	4,863.00	6,413.00	5,306.00	5,274.00
Ferndale Police Department	-	-	8,978.00	6,367.00	5,274.00
Flat Rock Police Department	-	-	1,283.00	-	-
Fraser Department of Public Safety	6,293.00	2,297.00	-	-	-
Genesee County 911 Authority	60,834.00	55,441.00	74,389.00	58,366.00	61,180.00
Gibraltar Police Department	4,196.00	3,891.00	5,130.00	4,245.00	-
Gladwin County Central Dispatch	10,489.00	9,726.00	14,108.00	11,673.00	11,604.00
Grand Rapids Police Department	44,052.00	37,934.00	55,151.00	43,510.00	39,029.00
Grand Traverse Central Dispatch	20,977.00	18,481.00	26,934.00	21,224.00	21,096.00
Gratiot County Central Dispatch	10,489.00	-	12,825.00	10,612.00	11,604.00
Grosse Ile Township Police Dept.	-	4,863.00	-	5,306.00	5,274.00
Grosse Pointe Farms	7,342.00	6,809.00	7,695.00	5,306.00	5,274.00
Grosse Pointe Park DPS	-	-	-	4,245.00	4,219.00
Grosse Pointe Woods DPS	4,196.00	3,891.00	5,130.00	4,245.00	4,219.00
Hamtramck Police Department	1,048.00	3,891.00	6,413.00	5,306.00	-
Harper Woods Police Department	-	2,918.00	-	-	-
Hazel Park Police Department	3,146.00	2,918.00	-	3,183.00	-
Hillsdale County Central Dispatch	16,781.00	15,562.00	19,239.00	14,856.00	13,713.00
Huron County Central Dispatch	11,537.00	10,699.00	15,390.00	12,735.00	11,604.00
Huron Township Police-Fire	-	5,836.00	7,695.00	7,429.00	7,384.00
Ingham County Central Dispatch	59,785.00	52,524.00	71,824.00	58,366.00	56,961.00
Ionia County Central Dispatch	14,684.00	12,644.00	17,956.00	14,856.00	14,768.00
Iosco County Central Dispatch	11,537.00	10,699.00	14,108.00	11,673.00	10,549.00
Iron County 911	10,489.00	9,726.00	12,825.00	11,673.00	10,549.00
Isabella County Central Dispatch	13,635.00	13,618.00	17,956.00	13,796.00	12,658.00
Jackson County Central Dispatch	19,929.00	20,425.00	28,217.00	24,408.00	23,206.00
Kalamazoo County Sheriff Dept.	8,391.00	7,781.00	-	-	-
Kalamazoo DPS	18,879.00	16,535.00	-	-	-
Kalamazoo Township Police Dept.	4,196.00	3,891.00	-	-	-
Kalamazoo County Consolidated Dispatch Authority	-	25,413.32	48,738.00	44,570.00	46,413.00
Kalkaska County Central Dispatch	7,342.00	5,836.00	8,978.00	6,367.00	6,329.00
Kent County Sheriff Department	50,345.00	51,550.00	65,411.00	62,610.00	62,235.00
Lake County 911 Central Dispatch	11,537.00	8,754.00	-	9,550.00	11,604.00
Lapeer County Central Dispatch	18,879.00	16,535.00	21,804.00	18,040.00	18,987.00
Leelanau County 911	10,489.00	10,699.00	14,108.00	11,673.00	11,604.00
Lenawee County Sheriff Dept.	17,831.00	14,590.00	21,804.00	19,102.00	18,987.00
Livingston County 911 Central Dispatch	29,368.00	28,207.00	35,912.00	30,775.00	35,865.00

	2017	2018	2019	2020	2021
NAME	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL
Livonia Police Department	12,587.00	10,699.00	14,108.00	11,673.00	10,549.00
Macomb County Sheriff's Dept.	61,883.00	56,413.00	67,976.00	60,489.00	62,235.00
Madison Heights Police Dept.	6,293.00	6,809.00	10,260.00	8,490.00	8,439.00
Manistee County 911 Central Dispatch	-	10,699.00	12,825.00	9,550.00	10,549.00
Marquette County Central Dispatch	13,635.00	12,644.00	16,674.00	13,796.00	13,713.00
Mason-Oceana 911	16,781.00	15,562.00	19,239.00	16,979.00	16,878.00
Meceola Consolidated Central Dispatch Authority	17,831.00	17,507.00	20,521.00	16,979.00	15,823.00
Menominee County 911	10,489.00	9,726.00	12,825.00	10,612.00	10,549.00
Michigan State Police	74,469.00	71,003.00	92,345.00	75,345.00	75,947.00
Midland County Central Dispatch Authority	17,831.00	16,535.00	21,804.00	16,979.00	15,823.00
Milan Police Department	4,196.00	3,891.00	5,130.00	4,245.00	4,219.00
Missaukee County Sheriff Office	5,244.00	4,863.00	6,413.00	5,306.00	5,274.00
Monroe County Central Dispatch	22,026.00	22,371.00	30,782.00	23,346.00	22,151.00
Montcalm County Central Dispatch	18,879.00	15,562.00	21,804.00	18,040.00	17,932.00
Montmorency County 911 Sheriff Department	5,244.00	-	6,413.00	-	5,274.00
Muskegon Central Dispatch	33,564.00	31,125.00	42,324.00	31,836.00	33,755.00
Newaygo County 9-1-1 Central Dispatch	11,537.00	10,699.00	14,108.00	11,673.00	12,658.00
Niles Police Department	7,342.00	6,809.00	8,978.00	7,429.00	7,384.00
Northville Township Public Safety	10,489.00	8,754.00	14,108.00	10,612.00	10,549.00
Novi Police Department	-	11,672.00	15,390.00	12,735.00	15,823.00
Oak Park Department of Public Safety	6,293.00	5,836.00	7,695.00	6,367.00	6,329.00
Oakland County Sheriff Dept.	68,176.00	65,168.00	92,345.00	75,345.00	71,729.00
Ogemaw County Central Dispatch	10,489.00	9,726.00	12,825.00	11,673.00	10,549.00
Oscoda County Sheriff Dept.	-	3,891.00	6,413.00	4,245.00	4,219.00
Ottawa County Central Dispatch	38,808.00	36,961.00	48,738.00	37,142.00	39,029.00
Pittsfield Township Public Safety Department	7,342.00	-	-	-	-
Plymouth Community Communications Center	11,537.00	10,699.00	14,108.00	11,673.00	12,658.00
Portage Department of Public Safety	12,587.00	11,672.00	-	-	-
Presque Isle County E-911	-	-	5,130.00	4,245.00	-
Redford Township Police Dept.	-	5,836.00	7,695.00	4,245.00	4,219.00
Richmond Police Department	5,244.00	4,863.00	6,413.00	5,306.00	5,274.00
River Rouge Police Department	3,146.00	-	3,848.00	3,183.00	-
Riverview Police Department	-	972.00	-	-	-
Rochester Police Department	4,196.00	4,863.00	6,413.00	5,306.00	5,274.00
Rockwood Police Department	-	-	5,130.00	4,245.00	4,219.00
Romeo Police Department	4,196.00	3,891.00	5,130.00	4,245.00	4,219.00
Romulus Police Department	-	4,863.00	6,413.00	5,306.00	6,329.00
Roscommon County Central Dispatch	11,537.00	10,699.00	15,390.00	12,735.00	12,658.00

	2017	2018	2019	2020	2021
NAME	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL
Royal Oak Police Department	11,537.00	11,672.00	15,390.00	13,796.00	13,713.00
Saginaw County 911 Communications Authority	38,808.00	37,934.00	44,890.00	33,958.00	31,645.00
Saline Police Department	4,196.00	3,891.00	5,130.00	4,245.00	3,165.00
Sanilac County Central Dispatch	9,440.00	9,726.00	12,825.00	10,612.00	10,549.00
SERESA	25,173.00	23,344.00	32,064.00	27,591.00	28,480.00
Shelby Township Police Dept.	11,537.00	11,672.00	14,108.00	11,673.00	11,604.00
Shiawassee County Central Dispatch	11,537.00	-	14,108.00	11,673.00	10,549.00
South Downriver Communications Center	8,391.00	-	-	-	-
Southfield Department of Public Safety	18,879.00	15,562.00	19,239.00	18,040.00	17,932.00
St. Clair County Central Dispatch	22,026.00	21,399.00	26,934.00	21,224.00	24,261.00
St. Joseph County Central Dispatch	15,733.00	14,590.00	19,239.00	16,979.00	15,823.00
Taylor Police Department	11,537.00	9,726.00	12,825.00	10,612.00	9,494.00
Trenton Police Department	-	5,836.00	6,413.00	4,245.00	4,219.00
Troy Police Department	19,929.00	16,535.00	21,804.00	19,102.00	18,987.00
Tuscola County Central Dispatch	11,537.00	10,699.00	16,674.00	13,796.00	11,604.00
University of Michigan Dept. of Public Safety	24,124.00	24,316.00	32,064.00	-	24,261.00
Van Buren County Central Dispatch	14,684.00	13,618.00	19,239.00	14,856.00	14,768.00
Van Buren Township Public Safety	9,440.00	9,726.00	12,825.00	10,612.00	10,549.00
Warren Police Department	22,026.00	20,425.00	26,934.00	23,346.00	22,151.00
Washtenaw Central Dispatch	31,466.00	29,180.00	42,324.00	36,081.00	36,919.00
Waterford Township Police Dept.	11,537.00	10,699.00	14,108.00	11,673.00	12,658.00
Wayne County Airport Authority	14,684.00	14,590.00	25,652.00	22,285.00	20,042.00
West Bloomfield Police Dept.	11,537.00	12,644.00	15,390.00	12,735.00	12,658.00
Western Michigan University Police Department	4,196.00	3,891.00	-	-	-
Westland Police Department	19,929.00	19,453.00	-	-	-
Wexford County Sheriff/Central Dispatch	9,440.00	8,754.00	11,543.00	9,550.00	9,494.00
White Lake Township Police Dept.	6,293.00	5,836.00	7,695.00	6,367.00	6,329.00

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., sheriffs' 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**

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

Alternate Routing (AR)

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 for a period of time (night service).

Association of Public Safety Communications Officials (APCO)

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.

Automatic Location Identification (ALI)

The automatic display at the PSAP of the caller's telephone number, the address/location of the telephone, and supplementary emergency services information.

Automatic Number Identification (ANI)

Telephone number associated with the access line from which a call originates.

Call Associated Signaling (CAS)

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).

Cellular Telecommunications and Internet Association (CTIA)

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.

Central Office (CO)

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

Civic Location Data Exchange Format (CLDXF)

The CLDXF was developed to:

1. Provide a definitive set of core civic location data elements that support emergency call routing and dispatch.
2. Map a profile between Presence Information Data Format-Location Object and those same NENA core civic location data elements.
3. Map those civic location data elements to the corresponding Federal Geographic Data Committee, United States Thoroughfare, Landmark, and Postal Address Data Standard, Document Number FGDC-STD-016-2011 set of data elements, which was sponsored by the Urban and Regional Information Systems Association and NENA.
4. Provide illustrative examples of address parsing.

Commercial Mobile Radio Service (CMRS)

Includes all 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, EMS, 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.

Contingency Routing Number (CRN)

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.

Customer Premise Equipment (CPE)

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 a MSAG, telephone number/emergency service number, 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.

Default Routing (DR)

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.

Emergency Call Routing Function (ECRF)

A functional element in an Emergency Services Internet Protocol Network (ESInet) which is a Location to Service Translator (LoST) protocol server where location information (either civic address or geo-coordinates) and a Service Uniform Resource Name (URN) serve as input to a mapping function that returns a Uniform Resource Identifier (URI) used to route an emergency call toward the appropriate PSAP for the caller's location or towards a responder agency.

Emergency Service Number (ESN)

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.

Emergency Service Zone (ESZ)

The designation assigned by a county to each street name and address range that identifies which emergency response service is responsible for responding to an exchange access facility's premises.

Emergency Services Gateway (ESGW)

A component, residing in the VoIP service provider's network, responsible for integrating the Session Initiation Protocol (SIP) network with the emergency services network and routing 911 calls to the appropriate selective router, based on the Emergency Services Routing Number/Emergency Services Query Key (ESRN/ESQK) it receives from the regional call server on the 911 call server.

Emergency Services Internet Protocol Network (ESInet)

An ESInet is a managed IP network that is used for emergency services communications, 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).

Emergency Services Message Entity (ESME)

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.

Emergency Services Network Entity (ESNE)

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.

Emergency Services Query Key (ESQK)

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 Emergency Services Routing Key (ESRK) in wireless E911 networks.

Emergency Services Routing Number (ESRN)

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 two-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.

Enhanced 911 (E911)

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 301 of the 911 Enabling Act 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.

Geographical Informational System (GIS)

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 can query and analyze data 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).

Hybrid Call Associated Signaling (HCAS)

A combination of Call Associated Signaling (CAS) and Non-Call Associated Signaling (NCAS).

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.

Integrated Services Digital Network (ISDN)

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 Local Area Networks (LANs) and Wide Area Networks (WANs), effectively collapsing three previously separate networks into one.

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 sub-sets of relevant information to locate users who contact 911 via voice, video, text, data, and other means to route their calls to the appropriate PSAP, and allow for easy transfers, failovers, and multi-party calls.

Last Routing Option (LRO)

Routing information sent by the Voice Positioning Carriers (VPC) that provides a “last chance” destination for a call, for example the CRN or a routing number associated with a national call center.

Local Area Network (LAN)

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

Local Exchange Carrier (LEC)

A Telecommunications Carrier 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, and Local Service Providers.

Location Information Server (LIS)

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 (i.e., an IP address, circuit-identifier (ID) or MAC ID address, and returns the location (value or reference) associated with that ID). The LIS is also the entity that provides the dereferencing service, exchanging a location reference for a location value.

Local Number Portability (LNP)

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

Location to Service Translation (LoST)

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.

Master Street Address Guide (MSAG)

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.

Michigan Communication Directors Association (MCDA)

An organization for public safety managers and directors to support the development and management of their Public Safety Communications Centers.

Multi-Line Telephone System (MLTS)

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. Example: Centrex, VoIP, as well as PBX, Hybrid, and Key Telephone Systems (as classified by the Federal Communications Commission (FCC) under Part 68 Requirements) and includes systems owned or leased by governmental agencies and non-profit entities, as well as for-profit businesses.

National Association of State 911 Administrators (NASNA)

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.

National Emergency Number Association (NENA)

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.

Network Operations Center (NOC)

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.

Next Generation 911 (NG911)

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 provides 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 the ISP provider.

NonCall Associated Signaling (NCAS)

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 FCC.

Private Branch Exchange (PBX)

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 nine or eight to make an external call.

Public Safety Agency

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

Public Safety Answering Point (PSAP)

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.

Secondary PSAP

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.

Public Switched Telephone Network (PSTN)

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. This information goes where there is an available emergency service unit located closest to the request for emergency service for dispatch of an emergency service unit.

Selective Router

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

Selective Routing (SR)

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.

Session Initiation Protocol (SIP)

SIP is the IP-based protocol defined in the Internet Engineering Task Force's Request for Comments 3261 and 2543. SIP is one of the two dominant messaging protocols used by the VoIP industry.

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.)

State 911 Committee (SNC)

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.

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 PSAPs. This function is often performed by the LEC.

Tariff

The rate approved by the MPSC for 911 service provided by a particular service supplier. Tariff does not include a rate of a CMRS 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 one or more counties for implementing a 911 system in a specified 911 service district.

Text Control Centers (TCC)

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 PSAP 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

Is an extension to the E2 ALI interface (specified in the NENA Standards 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 VoIP Positioning Center (VPC) to the ALI.

Voice Over Internet Protocol (VoIP)

VoIP is a system for providing telephone service over the internet.

VoIP Positioning Center (VPC)

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.

Wide Area Network (WAN)

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 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

Under the new horizontal location rules established in 2015, all carriers must provide a “dispatchable” location within 50 meters for the following percentages of wireless 911 calls, and within the following timeframes:

- Within two years (by April 3, 2017): 40% of all wireless 911 calls.
- Within three years (by April 3, 2018): 50% of all wireless 911 calls.
- Within five years (by April 3, 2020): 70% of all wireless 911 calls.
- Within six years (by April 3, 2021): 80% of all wireless 911 calls.

All CMRS providers must also meet the following vertical location requirements:

- Within three years (by April 3, 2018): carriers must make uncompensated barometric data available to PSAPs from any handset that has the capability to deliver barometric sensor data.
- Within six years (by April 3, 2021): nationwide CMRS providers must deploy either (1) dispatchable location, or (2) z-axis technology that achieves the FCC-approved z-axis metric, in each of the top 25 Cellular Market Areas (CMAs).
- Within eight years (by April 3, 2023): nationwide CMRS providers must deploy dispatchable location or z-axis technology, in accordance with the above benchmarks in each of the top 50 CMAs.
- By April 3, 2025: all nationwide CMRS providers must deploy on a nationwide basis using either (1) dispatchable location, or (2) z-axis technology that achieves the FCC-approved z-axis metric.

The FCC also set a 30-second time limit on generating a location fix for Phase II calls, but not for indoor call requirements, and a 90 percent “confidence” level for indoor-outdoor calls.

For additional details regarding FCC location accuracy requirements, visit [Indoor Location Accuracy Timeline and Live Call Data Reporting Template | Federal Communications Commission \(fcc.gov\)](https://www.fcc.gov/locations/indoor-location-accuracy-timeline-and-live-call-data-reporting-template)

Wireless Telecommunications

The family of telecommunications services under the heading of CMRS 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 NENA website at <http://www.nena.org/?page=Glossary>.