

ANNUAL REPORT TO THE MICHIGAN LEGISLATURE

2023

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GRETCHEN WHITMER
GOVERNOR



State of Michigan
STATE 911 COMMITTEE
LANSING

JEFF TROYER
CHAIR

August 1, 2023

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 2022 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 as required by statute. This report also provides additional information which may be 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 report, 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 all Michigan Public Safety Answering Points (PSAPs) and Emergency Communications Centers. This past year, the main focus has been reviewing and beginning to update the State's 911 Strategic Plan and coordinating the ongoing prepaid state 911 surcharge audit with the Department of Treasury. In addition to these large projects still in progress, the SNC created uniform membership guidelines for the SNC subcommittees, created a taskforce to inquire on recent 911 network events, and make recommendations as a result of the same. Some items the SNO has been working on include successfully closing out the NG911 federal grant, updating the SNC website to include a variety of resources, and coordinating interoperability efforts between 911 and 988 in Michigan.

We continue to migrate the 911 system to a digital NG911 system. We have provided an outline of the status of NG911 in this report. By the end of 2022, all of Michigan, except for one county, has either signed an agreement with an IP-network provider or has fully deployed to a NG911 network. Our 911 centers remain vigilant to provide the utmost service to the residents and visitors of the great State of Michigan. The SNC and 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,

A handwritten signature in dark ink, appearing to read "Jeff Troyer".

Mr. Jeff Troyer, Chair
State 911 Committee

EMERGENCY 911 SERVICE ENABLING ACT REPORTING REQUIREMENTS

MCL484.1412 states: (1) The committee shall make a report annually on the 911 system in this state, and the state and county 911 charge required under 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 three 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 2022 (see Appendix B).

The reported annual allowable expenses from 911 surcharge funds by the PSAPs and counties combined was \$134,608,480.48.

Overall, counties reported receiving \$101,846,493.43 in local 911 surcharge funding during 2022. Other funding sources reported include \$65,432,886.40 in general funds, \$58,836,212.15 from 911 dedicated milage-generated funding, and \$46,806,616.90 classified as other receipts.

Treasury reported distributing \$24,080,079 to counties in state 911 funds from January through December 2022. The breakdown can be found in the Michigan Department of Treasury's report on page 21.

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 2022 were \$10,923,933.

The cost of wireless 911 delivery to landline service providers (AT&T, Frontier, and Peninsula Fiber Network (PFN)) reimbursed through MCL 484.1408(4)(b), as approved by the Michigan Public Service Commission (MPSC) under Case No. U-14000, totaled \$24,631,478.61 for calendar year 2022. This is a \$6,596,581.78 increase from the amount reimbursed in 2021.

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 2022.

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 2022.

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 \$304,350,998.11 (see Appendix B). The 911 surcharges for each county are provided in 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 sections 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 2022 are:

Association of Public Safety Communications Officials

Ms. Lisa Hall

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. David Willis

Governor's Appointee, Public Member

Mr. Tim McKee

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 Adam Carroll

Michigan Communication Directors Association

Ms. Jordyn Sellek

Michigan Department of Licensing and Regulatory Affairs

Ms. Jeanette Doll

Michigan Professional Firefighters Union

Mr. Mark Docherty (Jan.-June)

Mr. Matthew Sahr (June-Dec.)

Michigan Public Service Commission

Ms. Wendy Thelen

Michigan Sheriffs' Association

Sheriff Richard Behnke

Michigan State Police Troopers Association

Sgt. Kelly Linebaugh

National Emergency Number Association

Ms. Stephanie Lehman

Senate Appointee, Public Member

Ms. April Heinze

Telecommunications Association of Michigan

Mr. Scott Stevenson

U.P. 911 Authority

Mr. Bryce Tracy

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 2022: March 9, June 8, September 21, and December 14.

STATE 911 OFFICE

In addition to the subcommittees, the SNO assists the SNC in carrying out their responsibilities as well as assisting PSAPs with projects and issues, and representing 911 statewide on many local, state, and federal committees and workgroups. 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 payments by prepaid 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 and open 911 positions 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.
 - Health and wellness resources for 911 and public safety partners.
- Some additional tasks the SNO performed in 2022 include:
 - Developed a communication center accreditation program through coordinated efforts with the Michigan Association of Chiefs of Police (MACP) and SNC.
 - Began enforcement of non-payment delinquencies for pre-paid and post-paid state surcharges.
 - Successfully completed the E911 fund audit for 2020-2021.
 - Represented 911 on the Infrastructure and Jobs Act Statewide Stakeholders Group and the Statewide Cybersecurity Planning Committee.
 - Initiated efforts to coordinate with the Department of Education to include programs for high school students to earn 911 certificates.
 - Represented the State 911 Committee on the 988 (new National Suicide Hotline) implementation.

OVERVIEW OF 911 IN MICHIGAN

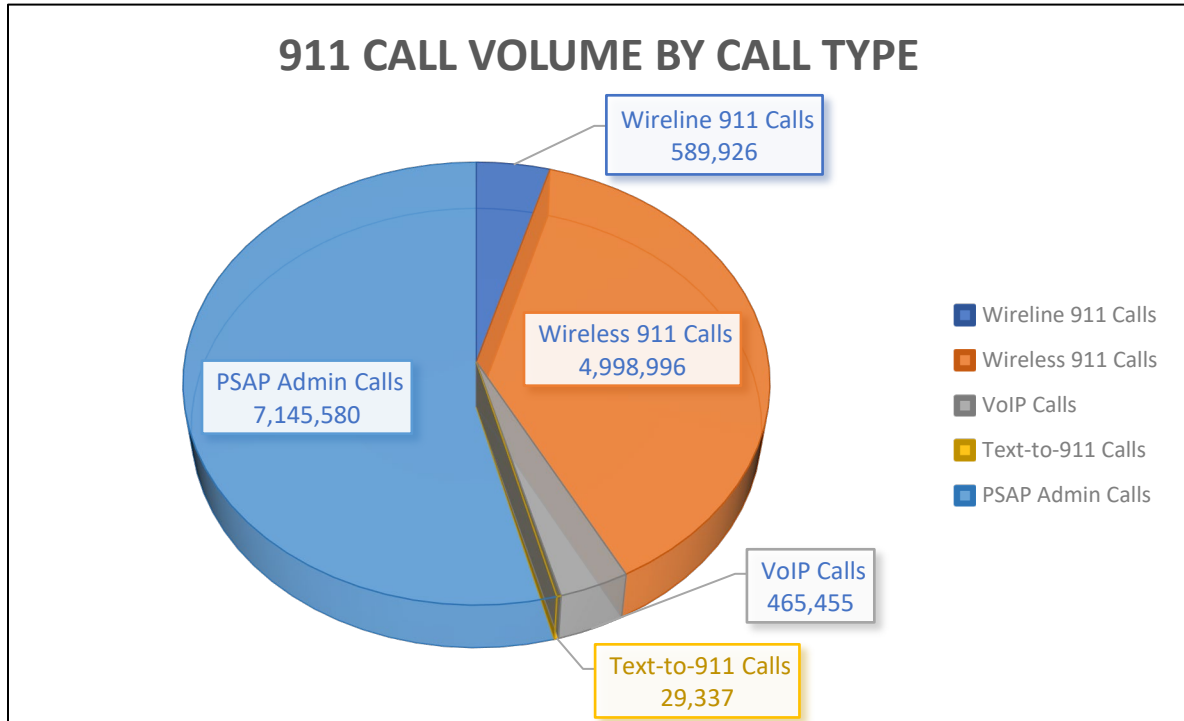
What do PSAPs do?

In Michigan, 911 calls are answered at a primary 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 primary PSAP often performs additional 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, 2022, there were 135 primary PSAPs in Michigan, operating at various levels.

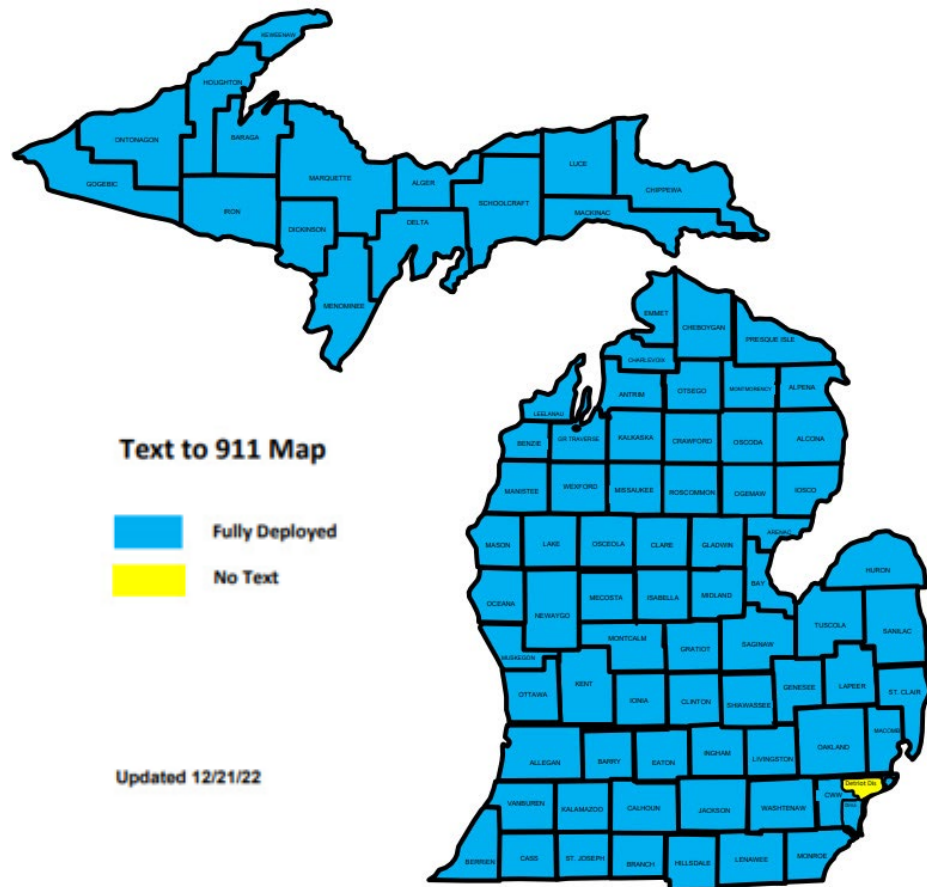
Cities/Municipalities	62
County	62
Multi-County	5
State	3
Universities	3

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



Text-to-911

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



Next Generation 911

As of December 2022:

- 81 counties fully converted from legacy systems to the NG911 network, with one county and one service district in progress. Macomb county had not yet signed an agreement to convert to NG911 services.
- 126 PSAPs were fully converted and one PSAP was partially converted.



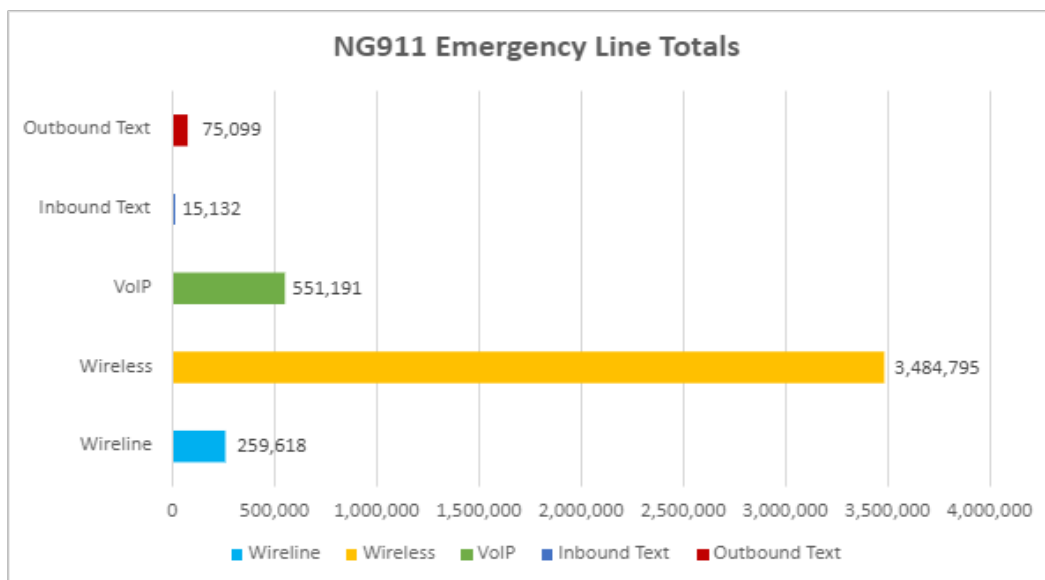
Status of IP-911 Deployments

As of 2022, 81 counties are receiving 911 calls via IP lines provided by PFN. One additional Wayne County Service District has an agreement in place with PFN and is in the process of full deployment. There is one county under review.

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

In 2022, 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 July with 401,002 calls processed, compared to February, the least busy month with 296,074 calls. The busiest day of the year was August 29 with 19,235 calls processed. March 27 was the least busy day with 9,398 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).

The performance period of the grant was August 9, 2019, to March 31, 2022. January through March included many completion tasks with the subgrant process, along with various projects we were able to accomplish with the address point gap fill. March 31-June 28, 2022, included the closeout and submission of all grant paperwork.

CPE Project

The Technical Advisory Committee (TAC) verified the completion of all CPE projects. Upon receiving the documentation from the remaining two agencies, reimbursement was approved. There were 16 subgrants benefitting 30 counties/service districts, updating 147 workstations throughout the state.

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. At the conclusion of 2022, there were only nine counties that had not yet submitted their updated user request form so permissions and training could be completed. There are 16 counties that have not established their login account to upload data to the updated repository. Training continues to help get data uploaded into the repository. There are 34 counties that have currently uploaded their data. The team will begin the next phase of training on the system in early 2023.

Address Point Gap Fill Project

The original 13 counties that received address points through the grant were completed prior to 2022. 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. Members from the Center for Shared Solutions continued to work with all counties in this portion of the project to ensure the updated mapping layers were uploaded into the GIS Repository.

911 TRAINING SUBCOMMITTEE

The 911 Training Subcommittee (NTS) is a subcommittee of the SNC that 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.

The NTS met on the following dates in 2022: February 9, February 23, May 17, August 17, and November 16. A complete listing of the NTS meeting minutes can be found on the [SNC website](#).

2022 911 Training Subcommittee Members:

- **Lt. David Aungst (Chair)**, Lenawee County Sheriff's Office
- **Ms. Stephanie Lehman (Vice-Chair)**, SNC, Barry County Central Dispatch
- Mr. Jeff Troyer, SNC, Kalamazoo County Consolidated Dispatch Authority
- Ms. Christine Collom, Clinton County Central Dispatch
- Ms. Tammy Smith, Ottawa County Central Dispatch Authority
- Mr. Sam Kalef, Troy Police Department
- Ms. Amy Thomas, Montcalm County Central 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. Marlana Terrian, Clare County Central Dispatch
- Mr. Jason Hamman, Jackson County Central Dispatch
- Mr. Dave Plumb, Genesee County 911 Authority

Discussion on February 9 included:

- Reviewed applications received from 117 PSAPs for 911 training funds. After reviews were completed, 1,665 FTEs were recommended for approval and 189 recommended for denial.
- Heard an appeal to a denial of a training course renewal that was considered vendor specific. The provider called into the meeting and clarified the language used in the description of the course. Members voted to approve renewal of the course.
- Reviewed Student Training Course Evaluations submitted by a PSAP.

Discussion on February 23 included:

- Five appeals were heard from PSAPs that were either denied training funds or their FTE count was adjusted; all appeals were granted. Of the 117 original applicants, 108 PSAPs were approved for training funds, equaling a total of 1,742 FTEs.
- The first distribution of 911 training funds was distributed on July 22, 2022, at a rate of \$484.40 per FTE for a total first distribution of \$845,764.

Discussion on May 17 included:

- This meeting was held at the yearly Public Safety Telecommunications Conference and the subcommittee heard public comment from several attendees.
- An error was found on the original FTE count for the training fund distribution for Berkley Department of Public Safety. Initially, they were approved for four, but they actually have eight FTEs. The change in the overall count increased from 1,742 to 1,746 FTEs.
- The State Ethics and Public Entities Acts were distributed to those in attendance, and they all acknowledged receipt.

Discussion on August 17 included:

- Review of updates to the Telecommunicator Training Manual and the Training Course Approval Policy.
- The FTE count for the second distribution of training funds was reviewed and approved. The FTE count was reduced to 1,742 with the closure of Milan Police Department's 911 Center.
- An evaluation of a leadership course was submitted and included for member review.
- The second distribution of 911 training funds was distributed on November 18, 2022, at a rate of \$687.17 per FTE, for a total second distribution of \$1,197,059 (See Appendix F for the Training Fund Payment History).

Discussion on November 16 included:

- Review and approval of the Telecommunicator Training Manual updates.
- The appeal of a denied instructor from a training provider. The denial was upheld.
- Proposed 2023 meeting dates.
- Review and approval of the 2023 training fund application process.
- A preliminary workgroup was established to review the training standards that went into effect in 2012.

In 2022, the NTS Course Review Team considered 272 requests for SNC training course approval from various training providers; of those requests, 258 were approved or renewed, and 14 were denied. A total of 440 instructors were reviewed; of those requests 406 were approved and 34 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 state training funds to eligible PSAPs for training 911 center personnel to assist in covering costs for state training requirements. The funds may only be used for training expenditures approved by the SNC. A list of approved courses is published by the SNO and is available on the [SNC's website](#).

The SNC has established guidelines for PSAPs requesting state training funds, and requires an annual application be submitted to help determine 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.
- 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 2020, would need to be expended by December 31, 2022.

If funds are not expended within the two-year period, the PSAP shall be ineligible to receive further distributions of training funds until the balance of funds from the preceding two-year period is expended. For example, if funds distributed in 2020 are not spent, the PSAP shall be ineligible for fund distributions during calendar year 2023. Eligibility may be restored for the following year's distribution (2024) by utilizing the funds distributed during the years preceding the two-year period.

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

The Certification Subcommittee is a subcommittee of the SNC that serves to ensure requirements and deadlines defined in the 911 statute are met. This includes reviewing county 911 plans and confirming the plans comply to receive funding through 911 mechanisms. The subcommittee also performs compliance reviews of counties to ensure expenditures of 911 funds meet the criteria established by the SNC as "allowable" expenditures.

The Certification Subcommittee met on the following dates in 2022: February 23, May 17, August 17, and December 7. A complete listing of the Certification meeting minutes can be found on the [SNC website](#).

2022 Certification Subcommittee Members:

- **Ms. Phyllis Fuller (Chair)**, PFN
- **Mr. Dale Berry (Vice-Chair)**, SNC, Emergent Health Partners
- 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
- Ms. Victoria Rose, Kalamazoo County Consolidated Dispatch Authority
- Ms. Jessica Young, Genesee County 911 Central Dispatch
- Mr. Chad Chewing, Xybix
- Mr. Jim Miller, PFN
- Ms. Amy Thomas, Montcalm County Central Dispatch (*joined in May*)
- Chief Dale Greenleaf, SNC, MACP (*joined in May*)
- Mr. Corey LeCureux, Grand Traverse County Central Dispatch (*joined in May*)

The Certification Subcommittee conducts several compliance reviews throughout the year. 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.

Discussion on February 23 included:

- Discussion on whether a best practices document needs to be created in relation to the allowable/disallowable expenditures when it comes to radio and infrastructure. Chair Fuller will reach out to the Michigan Communication Director's Association (MCDA) for further discussion.
- 988 will be doing a soft launch in July for informational purposes. This topic will be added as a standing agenda item in case this falls under compliance in the future.
- Updates were made to the compliance forms to formally separate the required and optional portions of the review to ensure it is clear to the local agencies which items are required for review per statute and which are voluntary to participate in.

Discussion on May 17 included:

- Certification members received the annual Bylaws and State Ethics Act for acknowledgement.
- A separate report is being completed for Wayne County to review the process of the treasurer receiving payments and remitting those payments to the service districts.

Discussion on August 17 included:

- Adding standing agenda items to the list: surcharge questions/correspondence and the allowable/disallowable expenditure list.
- Annual report feedback was requested and discussed to help update the annual report questions that will be sent to the PSAPs and County Coordinators in February. A workgroup was formed to assist with these updates.

Discussion on December 7 included:

- The updated annual report questions were approved, and changes have been made in the Michigan State 911 Administration Portal (MiSNAP). Other enhancements were submitted to the development team based on the feedback submitted to the workgroup.
- Certification team members were asked to review the allowable/disallowable list for potential updates prior to the next meeting.

The following is a list of compliance reviews initiated/completed in 2022:

1. Detroit Service District: This random review was selected in November of 2019. The final report was approved by the SNC on June 8, 2022.
2. Arenac County: This random review was selected in November of 2020. The final report was approved by the SNC on June 8, 2022.
3. Macomb County: This random review was selected in February 2021. The final report was approved by the SNC on March 9, 2022.
4. Muskegon County: This random review was selected in February 2021. The final report was approved by the SNC on March 9, 2022.
5. Downriver Mutual Aid Service District: This random review was selected in February 2021. The final report was approved by the SNC on June 8, 2022.
6. Newaygo County: This random review was selected in May of 2021 for their second-round compliance review. The final report was approved by the SNC on March 9, 2022.
7. Montmorency County: This random review was selected in May of 2021. The final report was approved by the SNC on March 9, 2022.
8. Kent County: This random review was selected in May of 2021. The final report was approved by the SNC on December 14, 2022.
9. Iron County: This random review was selected in August of 2021. The final report was approved by the SNC on March 9, 2022.
10. Huron County: This random review was selected in August of 2021. The final report was approved by the SNC on June 8, 2022.
11. Lenawee County: This random review was selected in November of 2021. The final report was approved by the SNC on September 21, 2022.

12. Mason and Oceana Counties: Mason was randomly selected in November of 2021. This included Mason and Oceana counties in the review. The final report was approved by the SNC on September 21, 2022.
13. Alcona County: This random review was selected in February 2022. The final report was approved by the SNC on December 14, 2022.
14. Baraga, Gogebic, Houghton, Keweenaw, Ontonagon, and Schoolcraft Counties: Houghton and Schoolcraft Counties were randomly selected in February 2022. This included Baraga, Gogebic, Keweenaw, and Ontonagon counties in the review. The report draft was completed and is expected to be approved by the SNC in early 2023.
15. Wayne County: This review was selected in May 2022 at the completion of the four service districts. The review was in process at the end of 2022.
16. Manistee County: This random review was selected in May 2022. The review was in process at the end of 2022.
17. Lake County: This random review was selected in May 2022. The review was in process at the end of 2022.
18. Clare County: This random review was selected in May 2022. The review was in process at the end of 2022.
19. Kalkaska County: This random review was selected in August 2022. The review was in the documentation collection process at the end of 2022.
20. Saginaw County: This random review was selected in August 2022. The review was in the documentation collection process at the end of 2022.

EMERGING TECHNOLOGY SUBCOMMITTEE

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

The ETS met on the following dates in 2022: March 7, May 2, July 11, and November 7. The ETS meeting minutes can be found on the [SNC website](#).

2022 Emerging Technology Subcommittee Members:

- **Mr. Tim McKee (Chair)**, SNC, PFN
- **Ms. Patricia Coates (Vice-Chair)**, Courts and Law Enforcement Management Information System (CLEMIS)
- Mr. Scott Temple, INdigital
- Ms. April Heinze, SNC, National Emergency Number Association (NENA)
- Ms. Jaime Seling, Oakland County Sheriff's Office
- Mr. Michael Armitage, Calhoun County Consolidated Dispatch Authority
- Mr. Jerry Nummer, Michigan Public Safety Communications System
- Mr. Dan Morden, Gratiot County Central Dispatch Authority
- Mr. Mark Holmes, Department of Technology, Management, and Budget
- Mr. Jon Moored, Kalamazoo County Consolidated Dispatch Authority
- Ms. Angela Elsey, Macomb County Sheriff's Office
- Mr. Patrick Savage, TSSI Consulting, LLC
- Mr. Eric Mulvaine, Barry County Central Dispatch

At each meeting, standing agenda items to discuss included:

- A workgroup was created to update the Statewide Communications Interoperability Plan (SCIP). The workgroup provided updates, when available, at each meeting.
- Planning of the Emerging Technology Forum to be held September 12-14, 2022, in Muskegon.
- Updates on the State GIS Repository.
- Location-based routing for wireless calls.
- Technology issues and challenges in the PSAPs.

Discussion on March 7 included:

- eBodyguard application that can call 911. NENA is developing a standard to ensure all devices are sending call information consistently across the board.
- Cybersecurity update involved the Department of Homeland Security helping to identify weak spots through ongoing PSAP risk assessments, and discussions on solutions that may be available long-term.
- Coast Guard i911 application. When not in immediate distress, individuals can use the app to contact the Coast Guard directly. NENA is working on standards relating to the notification process.

Discussion on May 2 included:

- Developing a vendor reference list for the PSAPs so they know what equipment each center has when they are researching future purchases.
- The GIS Repository is going through the onboarding process for PSAPs. This will be how 911 wireless emergency calls will be routed in Michigan, so the boundaries need to be included and information collected county by county.

- Federal Communications Commission (FCC) text-to-911 update. All PSAPs must complete the process to notify the FCC when they deploy and go-live with Text-to-911.

Discussion on July 11 included:

- A vendor presentation by Prepared on their available technology.
- State 911 Plan review needs to be reviewed and updated. A workgroup was put together to work on this and bring updates to the subcommittee for review prior to referring the plan to the SNC for approval.
- What3words can be added as a canned message to Text-to-911 Text option provided by PFN.

Discussion on November 7 included:

- A vendor presentation by ZeroEyes on their available technology assisted by RapidSOS and an update on how the testing was going with this technology in Oakland County.
- HigherGround Live911 is being piloted, as well as with drones, in Oakland County. An update was provided on the progress. A vendor presentation will be scheduled at a future meeting.
- A cybersecurity grant opportunity is being offered and Michigan is working on applying. Ms. Joni Harvey, State 911 Administrator, will be representing 911.
- 2022 Emerging Technology Forum after-action report was discussed on what worked well and what should be changed. Over 180 people attended. Also discussed 2023 plans and confirmed date and location.
- 2023 meeting dates were set for January 9, March 13, May 15, August 14, and November 13.

LEGISLATIVE ACTION SUBCOMMITTEE

The Legislative Action Subcommittee (LAS) is a subcommittee of the SNC that evaluates 911 issues as they relate to the current 911 law in Michigan (Public Act 32 of 1986). The subcommittee identifies issues and potential issues facing the delivery of 911. Additionally, the subcommittee explores and recommends legislative solutions to address problems and enhance Michigan's 911 law. The subcommittee makes recommendations on legislative solutions to the SNC. The subcommittee also uses smaller work groups to address areas requiring technical or unique information for complex or narrow issues.

The LAS met on the following dates in 2022: February 22. A complete listing of the LAS meeting minutes may be found on the [SNC website](#).

2022 Legislative Action Subcommittee Members:

- **Ms. Jordyn Sellek (Chair)**, SNC, Conference of Western Wayne
- **Ms. Lisa Hall (Vice-Chair)**, SNC, Midland County Central Dispatch
- Ms. Patricia Coates, CLEMIS
- Ms. Jennifer Greenburg, PFN
- 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, INdigital
- Maj. Beth Clark, SNC, Michigan State Police
- Mr. Jeremy Ludwig, Allegan County Central Dispatch

Discussion on February 22 included:

- The Michigan 911/988 workgroup continues to work with the Michigan Crisis and Access Line (MiCAL) and Michigan Department of Health and Human Services (MDHHS), the agencies contracted to provide 988 services for the majority of Michigan. A soft launch will take place in July.
- A policy was created for the surcharge delinquency collection process and moved forward to the SNC for approval.

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 earning for January 1 through December 31, 2022, total \$43.4 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 were 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.
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 were 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, 2022, a balance of \$26.5 million remains in the fund for disbursement. This balance includes a one-time general fund appropriation of \$16 million for NextGen infrastructure.
4. **PSAP training fund payments** made semi-annually are based on 5.5% of the money deposited in the Emergency 911 Fund, not to exceed \$37 million annually. Money deposited in the Emergency 911 Fund in excess of \$37 million is allocated for supplier reimbursement payments. The 42nd training fund payment of \$1,197,059 was made in November 2022 (this was the second disbursement of the 2022 training funds) and was distributed to 107 PSAPs. The next payment should occur in the spring of 2023.

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

Overview of Emergency 911 Fund

As of December 31, 2022

Calendar Year 2022 911 Revenues & Disbursements		
Fund	Revenues	Disbursements
CMRS ⁽¹⁾	15,318,950.08	25,555,463.30
County	9,705,123.12	9,632,235.00
County/POP	14,557,698.19	14,449,044.00
Training ⁽²⁾	2,090,512.72	3,209,751.00
MSP	0.00	0.00
MSP 911/ETSC Admin	911,871.14	705,562.57
MSP 911/Disp. Ctr	560,576.56	433,748.81
Treasury Admin	0.00	0.00
TOTALS	43,144,731.81	53,985,804.68

⁽¹⁾\$16M NextGen infrastructure appropriation, 2021, PA 87, is not reflected in amounts.

⁽²⁾Disbursements include repayments from prior periods.

Distribution of Emergency 911 Funds to Counties
Equal and Per Capita (January-December 2022)

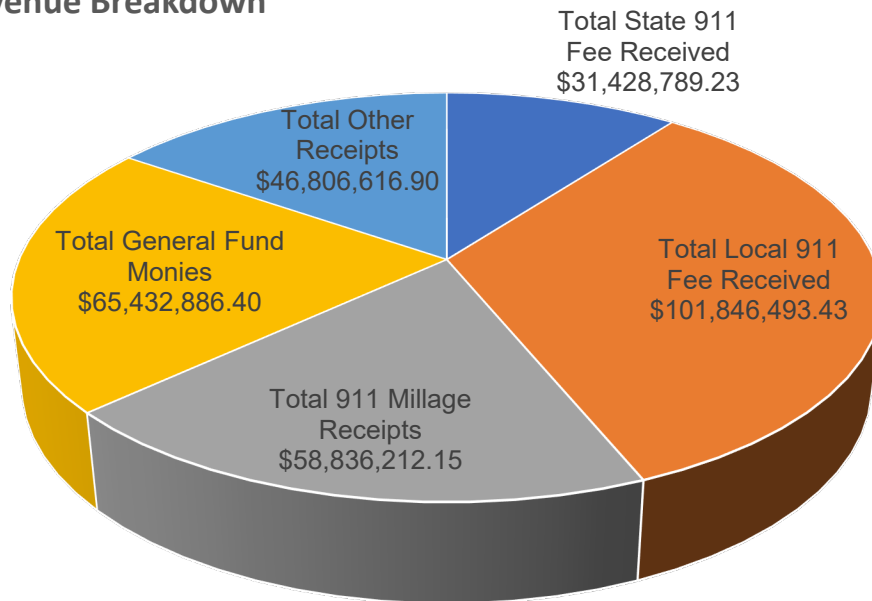
County	Net Payment
Alcona	\$ 131,024
Alger	129,106
Allegan	286,009
Alpena	158,007
Antrim	149,887
Arenac	138,045
Baraga	128,097
Barry	204,695
Bay	267,394
Benzie	141,769
Berrien	339,555
Branch	180,882
Calhoun	310,440
Cass	190,712
Charlevoix	153,563
Cheboygan	153,159
Chippewa	169,795
Clare	160,559
Clinton	228,573
Crawford	135,219
Delta	169,317
Dickinson	153,545
Eaton	272,856
Emmet	164,638
Genesee	709,783
Gladwin	152,771
Gogebic	137,624
Grand Traverse	249,935
Gratiot	176,547
Hillsdale	182,388
Houghton	169,606
Huron	162,034
Ingham	525,127
Ionia	211,155
Iosco	152,699
Iron	132,890
Isabella	211,331
Jackson	347,196
Kalamazoo	488,601
Kalkaska	141,583
Kent	1,041,735
Keweenaw	119,040

County	Net Payment
Lake	\$ 133,253
Lapeer	243,682
Leelanau	147,951
Lenawee	259,577
Livingston	390,202
Luce	124,278
Mackinac	131,781
Macomb	1,369,841
Manistee	152,010
Marquette	211,661
Mason	157,785
Mecosta	174,577
Menominee	150,147
Midland	236,474
Missaukee	137,662
Monroe	338,079
Montcalm	210,729
Montmorency	129,494
Muskegon	368,026
Newaygo	187,470
Oakland	1,923,527
Oceana	154,442
Ogemaw	146,374
Ontonagon	124,828
Osceola	149,310
Oscoda	128,068
Otsego	151,834
Ottawa	529,666
Presque Isle	134,924
Roscommon	150,275
Saginaw	394,304
St. Clair	348,369
St. Joseph	204,048
Sanilac	175,630
Schoolcraft	127,828
Shiawassee	215,273
Tuscola	193,916
Van Buren	225,296
Washtenaw	641,360
Wayne	2,713,034
Wexford	164,203
Total	24,080,079

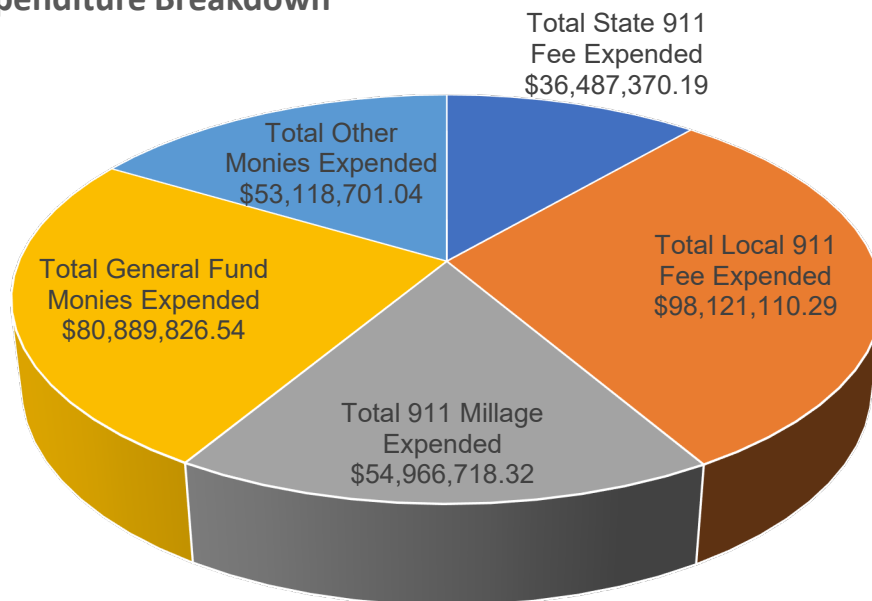
Appendix A
COUNTY FINANCIAL INFORMATION

As reported by the counties:

2022 Revenue Breakdown



2022 Expenditure Breakdown



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	\$ 93,639.00	\$ 299,142.00	\$ 197,465.52	\$ -	\$ 21,978.42	\$ 93,639.00	\$ 299,142.00	\$ 197,465.52	\$ -	\$ 21,978.42	\$ 612,224.94
Alger	\$ 132,181.00	\$ 49,999.00	\$ 391,290.00	\$ -	\$ 19,421.00	\$ 132,181.00	\$ 49,999.00	\$ 262,122.00	\$ -	\$ -	\$ 444,302.00
Allegan	\$ 290,988.00	\$ 3,676,603.71	\$ -	\$ -	\$ 34,539.96	\$ 290,988.00	\$ 3,672,315.83	\$ -	\$ -	\$ 34,539.96	\$ 3,997,843.79
Alpena	\$ 158,007.00	\$ 910,139.00	\$ -	\$ -	\$ 416.00	\$ 1,133,862.00	\$ -	\$ -	\$ -	\$ -	\$ 1,133,862.00
Antrim	\$ 105,769.00	\$ -	\$ 1,022,934.80	\$ -	\$ 24,660.10	\$ -	\$ 56,193.70	\$ 992,148.10	\$ -	\$ -	\$ 1,048,341.80
Arenac	\$ 133,593.00	\$ 84,110.91	\$ 823,171.75	\$ -	\$ 22,046.96	\$ 133,593.00	\$ 84,110.91	\$ 762,061.65	\$ -	\$ 11,023.48	\$ 990,789.04
Baraga	Did not submit	Did not submit	Did not submit	Did not submit	Did not submit	Did not submit	Did not submit	Did not submit	Did not submit	Did not submit	Did not submit
Barry	\$ 204,695.00	\$ -	\$ 1,924,134.13	\$ -	\$ 2,996,919.20	\$ 142,266.39	\$ -	\$ 1,700,487.60	\$ -	\$ 1,251,321.30	\$ 3,094,075.29
Bay	\$ 292,718.00	\$ -	\$ 2,162,885.00	\$ 62,667.00	\$ 67,758.00	\$ 292,718.00	\$ -	\$ 2,079,775.00	\$ 62,667.00	\$ 67,758.00	\$ 2,502,918.00
Benzie	\$ 141,769.00	\$ 620,309.16	\$ -	\$ -	\$ 347.95	\$ 141,769.00	\$ 615,002.00	\$ -	\$ -	\$ -	\$ 756,771.00
Berrien	\$ 339,555.00	\$ 696,006.93	\$ 3,968,922.05	\$ -	\$ 5,044,961.43	\$ 339,555.00	\$ 696,006.93	\$ 3,739,629.28	\$ -	\$ 4,790,945.14	\$ 9,566,136.35
Branch	\$ 180,882.00	\$ 1,400,524.03	\$ 1,461,490.90	\$ 3,626,608.36	\$ -	\$ 1,762,032.96				\$ -	\$ 1,762,032.96
Calhoun	\$ 310,934.00	\$ 789,318.00	\$ -	\$ -	\$ 17,160,109.00	\$ 310,934.00	\$ 789,318.00	\$ -	\$ -	\$ 17,160,109.00	\$ 18,260,361.00
Cass	\$ 190,712.00	\$ 717,432.00	\$ 478,559.00	\$ -	\$ 18,519.00	\$ 190,712.00	\$ 744,217.00	\$ 478,559.00	\$ -	\$ 16,574.00	\$ 1,430,062.00
CCE (Charlevoix, Cheboygan, and Emmet)	\$ 474,628.00	\$ 655,517.72	\$ -	\$ 1,417,534.00	\$ 116,456.34	\$ 474,628.00	\$ 655,517.72	\$ -	\$ 1,083,746.74	\$ 116,456.34	\$ 2,330,348.80
Chippewa	\$ 170,058.00	\$ 814,044.77	\$ -	\$ -	\$ 233,464.96	\$ 170,058.00	\$ 814,044.77	\$ -	\$ -	\$ 126,670.81	\$ 1,110,773.58
Clare	\$ 160,559.00	\$ 524,096.63	\$ 404,017.78	\$ -	\$ 4,751.20	\$ 160,559.00	\$ 524,096.63	\$ 329,211.00	\$ -	\$ 4,751.20	\$ 1,018,617.83
Clinton	\$ 231,223.00	\$ 1,310,343.33	\$ 2,649,631.00	\$ -	\$ 195,518.76	\$ 231,223.00	\$ 851,700.00	\$ 3,935,031.00	\$ -	\$ -	\$ 5,017,954.00
Crawford	\$ 138,125.00	\$ 354,815.00	\$ -	\$ 55,000.00	\$ 7,092.00	\$ 136,486.00	\$ 343,286.36	\$ -	\$ 58,678.00	\$ 3,749.52	\$ 542,199.88
Delta	\$ 169,317.00	\$ 371,345.00	\$ 1,001,760.00	\$ -	\$ 8,365.00	\$ 169,317.00	\$ 371,345.00	\$ 806,615.00	\$ -	\$ 8,365.00	\$ 1,355,642.00
Dickinson	\$ 154,404.00	\$ 200,141.00	\$ 368,903.35	-0-	\$ 96,342.80	\$ 154,404.00	\$ 200,141.58	\$ 368,903.35	-0-	\$ 96,342.80	\$ 819,791.73
Eaton	\$ 274,626.00	\$ 1,971,421.92	\$ 3,768,074.91	\$ -	\$ 326,543.33	\$ 274,626.00	\$ 1,696,637.29	\$ 3,545,320.23	\$ -	\$ 326,543.33	\$ 5,843,126.85
Genesee	\$ 705,289.01	\$ 8,035,328.27	\$ -	\$ 175,000.00	\$ 147,257.10	\$ 705,289.01	\$ 8,035,328.27	\$ -	\$ 175,000.00	\$ 147,257.10	\$ 9,062,874.38
Gladwin	\$ 152,771.00	\$ 132,850.28	\$ 806,798.98	\$ -	\$ 4,281.34	\$ 1,155.00	\$ 107,287.30	\$ 992,141.71	\$ -	\$ -	\$ 1,100,584.01
Grand Traverse	\$ 254,495.00	\$ 2,936,577.92	\$ -	\$ -	\$ 25,468.50	\$ 254,495.00	\$ 2,802,026.79	\$ -	\$ -	\$ 25,468.50	\$ 3,081,990.29
Griatiot	\$ 176,547.00	\$ 1,074,713.00	\$ -	\$ -	\$ -	\$ 176,547.00	\$ 1,244,683.00	\$ -	\$ -	\$ -	\$ 1,421,230.00
Hillsdale	\$ 179,500.00	\$ 1,060,132.73	\$ -	\$ -	\$ 52,660.00	\$ 179,500.00	\$ 1,060,132.73	\$ -	\$ -	\$ 56,665.00	\$ 1,296,297.73
Houghton	\$ 169,606.00	\$ 325,865.87	\$ -	\$ -	\$ 928.10	\$ 529,832.83					\$ 529,832.83
Huron	\$ 155,450.00	\$ 753,223.13	\$ -	\$ 104,325.55	\$ 93.41	\$ 155,450.00	\$ 753,223.13	\$ -	\$ 94,833.37	\$ -	\$ 1,003,506.50
Ingham	\$ 525,127.00	\$ 5,140,867.85	\$ 6,975,290.35	\$ -	\$ 371,012.78	\$ 525,127.00	\$ 5,140,867.85	\$ 5,416,768.12	\$ -	\$ -	\$ 11,082,762.97
Ionia	\$ 213,420.00	\$ 1,666,561.50	\$ -	\$ -	\$ 650,000.00	\$ 213,420.00	\$ 1,623,756.27	\$ -	\$ -	\$ 139,542.75	\$ 1,976,719.02
Iosco	\$ 153,378.00	\$ 58,328.00	\$ 831,985.00	\$ -	\$ -	\$ 132,652.00	\$ 58,328.00	\$ 831,985.00	\$ -	\$ -	\$ 1,022,965.00
Iron	\$ 133,724.00	\$ 20.19	\$ 571,893.13	\$ 40,000.00	\$ 8,631.14	\$ 133,724.00	\$ 20.19	\$ 569,524.84	\$ 40,000.00	\$ -	\$ 743,269.03
Isabella	\$ 211,331.00	\$ 1,640,354.44	\$ -	\$ -	\$ -	\$ 211,331.00	\$ 1,640,354.44	\$ -	\$ -	\$ 14,545.45	\$ 1,866,230.89

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
Jackson	\$ 347,196.00	\$ 2,460,909.99	\$ -	\$ 326,330.00	\$ 76,875.82	\$ 347,196.00	\$ 2,460,909.99	\$ -	\$ 326,330.00	\$ 34,993.86	\$ 3,169,429.85
Kalamazoo	\$ 494,905.00	\$ 1,151,957.88	\$ 6,138,365.51	\$ -	\$ 101,996.45	\$ 494,905.00	\$ 1,151,957.88	\$ 6,138,365.51	\$ -	\$ 101,996.45	\$ 7,887,224.84
Kalkaska	\$ 142,836.00	\$ 477,655.94	\$ -	\$ 2,194.90	\$ 45.50	\$ 142,836.00	\$ 477,655.94	\$ -	\$ 2,194.90	\$ 29,049.37	\$ 651,836.21
Kent	\$ 3,125,449.83	\$ 8,400,438.00	\$ -	\$ 1,375,034.20	\$ 1,771,543.52	\$ 3,125,449.83	\$ 8,400,438.00	\$ -	\$ 1,375,034.20	\$ 1,073.52	\$ 12,901,995.55
Keweenaw	\$ 119,040.00	\$ -	\$ -	\$ -	\$ 801.72	\$ 88,578.67	\$ -	\$ -	\$ -	\$ -	\$ 88,578.67
Lake	\$ 140,206.00	\$ -	\$ 1,139,459.29	\$ -	\$ -	\$ 444,546.00	\$ -	\$ 1,195,854.00	\$ -	\$ -	\$ 1,640,400.00
Lapeer	\$ 244,933.00	\$ 2,301,137.96	\$ -	\$ -	\$ 28,364.70	\$ 244,933.00	\$ 1,775,933.49	\$ -	\$ -	\$ 10,120.22	\$ 2,030,986.71
Leelanau	\$ 147,951.00	\$ 124,178.92	\$ -	\$ 839,800.00	\$ 198,800.00	\$ 147,951.00	\$ 124,178.92	\$ -	\$ 839,800.00	\$ 198,800.00	\$ 1,310,729.92
Lenawee	\$ 271,946.00	\$ 2,903,751.67	\$ -	\$ -	\$ 36,375.26	\$ 2,997,706.15	\$ -	\$ -	\$ -	\$ -	\$ 2,997,706.15
Livingston	\$ 396,962.00	\$ 4,489,460.36	\$ -	\$ -	\$ 53,025.22	\$ 259,936.25	\$ 4,517,941.86	\$ -	\$ -	n/a	\$ 4,777,878.11
Luce	\$ 124,636.00	\$ 49,973.95	\$ -	\$ -	\$ 8,297.05	\$ 223,606.36	\$ -	\$ -	\$ -	\$ -	\$ 223,606.36
Mackinac	\$ 132,574.00	\$ 243,709.24	\$ -	\$ -	\$ -	\$ 178,667.09	\$ 481,722.19	\$ -	\$ -	\$ -	\$ 660,389.28
Macomb	\$ 1,389,840.79	\$ 2,164,824.96	\$ -	\$ 10,634,102.57	\$ 5,185,191.13	\$ 1,321,062.20	\$ 1,615,376.21	\$ -	\$ 9,998,390.30	\$ 5,240,084.44	\$ 18,174,913.15
Manistee	\$ 152,010.00	\$ -	\$ 985,292.00	\$ 23,793.00	\$ 39,523.00	\$ 152,010.00	\$ -	\$ 985,292.00	\$ 23,793.00	\$ -	\$ 1,161,095.00
Marquette	\$ 212,285.00	\$ 307,042.86	\$ 1,336,947.24	\$ -	\$ 18,216.95	\$ 212,285.00	\$ 307,042.86	\$ 915,625.42	\$ -	\$ 18,216.95	\$ 1,453,170.23
Mason/Oceana 911	\$ 314,320.00	\$ 1,198,533.97	\$ 479,353.68	\$ -	\$ 142,256.80	\$ 314,320.00	\$ 1,198,533.97	\$ 354,962.80	\$ -	\$ -	\$ 1,867,816.77
Meceola (Mecosta-Osceola)	\$ 324,279.00	\$ 1,749,267.25	\$ -	\$ -	\$ 51,059.16	\$ 324,279.00	\$ 1,749,267.25	\$ -	\$ -	\$ 51,059.16	\$ 2,124,605.41
Menominee	\$ 164,830.00	\$ 497,772.00	\$ 529,247.00	n/a	n/a	\$ 164,830.00	\$ 497,772.00	\$ 348,896.00	n/a	n/a	\$ 1,011,498.00
Midland	\$ 237,533.90	\$ -	\$ 3,045,546.32	\$ -	\$ -	\$ 237,533.90	\$ -	\$ 2,669,020.53	\$ -	\$ -	\$ 2,906,554.43
Missaukee	\$ 137,662.00	\$ 434,311.83	\$ -	\$ 298,855.71	\$ -	\$ 137,662.00	\$ 246,063.61	\$ -	\$ 298,855.71	\$ -	\$ 682,581.32
Monroe	\$ 340,545.00	\$ 3,527,847.76	n/a	n/a	\$ -	\$ 340,545.00	\$ 3,536,737.77	n/a	n/a	\$ -	\$ 3,877,282.77
Montcalm	\$ 210,729.00	\$ 1,864,005.22	\$ -	\$ -	\$ 39,731.28	\$ 210,729.00	\$ 1,574,360.96	\$ -	\$ -	\$ -	\$ 1,785,089.96
Montmorency	\$ 130,144.00	\$ 365,075.00	\$ -	\$ -	\$ -	\$ 130,144.00	\$ 169,349.00	\$ -	\$ -	\$ -	\$ 299,493.00
Muskegon	\$ 368,026.00	\$ 4,745,088.00	\$ 1,468,991.00	\$ -	\$ 1,626,021.00	\$ 368,026.00	\$ 4,745,088.00	\$ 1,254,157.00	\$ -	\$ 1,481,725.00	\$ 7,848,996.00
Nawaygo	\$ 187,470.00	\$ 1,351,831.02	\$ -	\$ -	\$ -	\$ 212,570.63	\$ 1,049,652.65	\$ -	\$ -	\$ -	\$ 1,262,223.28
Oakland	\$ 1,982,105.00	\$ 7,910,336.97	\$ 1,301,413.55	\$ 22,545,887.90	\$ 5,767,198.04	\$ 1,976,838.42	\$ 7,910,336.97	\$ 1,164,681.55	\$ 21,368,528.12	\$ 17,209,197.67	\$ 49,629,582.73
Ogemaw	\$ 116,374.00	\$ 294,960.65	\$ 661,376.82	\$ 1,146,385.81	\$ 43,674.34	\$ 116,374.00	\$ 294,960.65	\$ 661,376.82	\$ 1,214,401.81	\$ 111,690.34	\$ 2,398,803.62
Ontonagon	\$ 124,828.00	\$ 37,551.27	\$ -	\$ -	\$ 651.48	\$ 132,223.17	\$ -	\$ -	\$ -	\$ -	\$ 132,223.17
Oscoda	\$ 174,673.71	\$ 39,233.22	\$ -	\$ -	\$ -	\$ 162,170.32	\$ -	\$ -	\$ 137,168.56	\$ -	\$ 299,338.88
Otsego	\$ 151,834.00	\$ 534,856.00	\$ -	\$ -	\$ 97.00	\$ 151,834.00	\$ 505,529.00	\$ -	\$ -	\$ -	\$ 657,363.00
Ottawa	\$ 544,784.00	\$ -	\$ 5,789,292.00	\$ -	\$ (223,355.00)	\$ 544,784.00	\$ -	\$ 5,789,292.00	\$ -	\$ -	\$ 6,334,076.00
Presque Isle	\$ 134,924.00	\$ 149,392.94	\$ -	\$ -	\$ -	\$ 134,924.00	\$ 101,447.95	\$ -	\$ -	\$ -	\$ 236,371.95
Roscommon	\$ 158,594.50	\$ -	\$ 1,429,742.07	\$ -	\$ 21,992.33	\$ 158,594.50	\$ -	\$ 1,429,742.07	\$ -	\$ 21,992.33	\$ 1,610,328.90
Saginaw	\$ 391,557.00	\$ 5,322,907.00	\$ 1,695,242.00	\$ -	\$ 181,187.00	\$ 391,557.00	\$ 5,322,907.00	\$ 1,254,626.00	\$ -	\$ 181,187.00	\$ 7,150,277.00
Sanilac	\$ 172,929.00	\$ 173,657.28	\$ 326,500.00	\$ 281,598.84	\$ 14,800.00	\$ 175,386.00	\$ 173,657.28	\$ 290,043.22	\$ 281,598.84	\$ 290,043.22	\$ 1,210,728.56
Schoolcraft	\$ 169,606.00	\$ 325,865.87	\$ -	\$ -	\$ 928.10	\$ 529,832.83	\$ -	\$ -	\$ -	\$ -	\$ 529,832.83
Shiawassee	\$ 215,273.00	\$ 1,941,917.73	\$ -	\$ -	\$ 4,600.00	\$ 215,273.00	\$ 1,941,917.73	\$ -	\$ -	\$ 4,600.00	\$ 2,161,790.73
St. Clair	\$ 348,597.00	\$ 1,086,453.39	\$ -	\$ 762,550.74	\$ 14,763.41	\$ 348,597.00	\$ 1,086,453.39	\$ -	\$ 762,550.74	\$ 14,763.41	\$ 2,212,364.54
St. Joseph	\$ 204,949.00	\$ 246,614.00	\$ 2,029,237.00	\$ -	\$ 605,071.00	\$ -	\$ -	\$ 2,029,237.00	\$ -	\$ 387,756.00	\$ 2,416,993.00
Tuscola	\$ 140,405.00	\$ 1,074,147.02	\$ -	\$ -	\$ 22,609.00	\$ 140,405.00	\$ 1,074,147.02	\$ -	\$ -	\$ -	\$ 1,214,552.02

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
Jackson	\$ 347,196.00	\$ 2,460,909.99	\$ -	\$ 326,330.00	\$ 76,875.82	\$ 347,196.00	\$ 2,460,909.99	\$ -	\$ 326,330.00	\$ 34,993.86	\$ 3,169,429.85
Kalamazoo	\$ 494,905.00	\$ 1,151,957.88	\$ 6,138,365.51	\$ -	\$ 101,996.45	\$ 494,905.00	\$ 1,151,957.88	\$ 6,138,365.51	\$ -	\$ 101,996.45	\$ 7,887,224.84
Kalkaska	\$ 142,836.00	\$ 477,655.94	\$ -	\$ 2,194.90	\$ 45.50	\$ 142,836.00	\$ 477,655.94	\$ -	\$ 2,194.90	\$ 29,049.37	\$ 651,836.21
Kent	\$ 3,125,449.83	\$ 8,400,438.00	\$ -	\$ 1,375,034.20	\$ 1,771,543.52	\$ 3,125,449.83	\$ 8,400,438.00	\$ -	\$ 1,375,034.20	\$ 1,073.52	\$ 12,901,995.55
Keweenaw	\$ 119,040.00	\$ -	\$ -	\$ -	\$ 801.72	\$ 88,578.67	\$ -	\$ -	\$ -	\$ -	\$ 88,578.67
Lake	\$ 140,206.00	\$ -	\$ 1,139,459.29	\$ -	\$ -	\$ 444,546.00	\$ -	\$ 1,195,854.00	\$ -	\$ -	\$ 1,640,400.00
Lapeer	\$ 244,933.00	\$ 2,301,137.96	\$ -	\$ -	\$ 28,364.70	\$ 244,933.00	\$ 1,775,933.49	\$ -	\$ -	\$ 10,120.22	\$ 2,030,986.71
Leelanau	\$ 147,951.00	\$ 124,178.92	\$ -	\$ 839,800.00	\$ 198,800.00	\$ 147,951.00	\$ 124,178.92	\$ -	\$ 839,800.00	\$ 198,800.00	\$ 1,310,729.92
Lenawee	\$ 271,946.00	\$ 2,903,751.67	\$ -	\$ -	\$ 36,375.26	\$ 2,997,706.15	\$ -	\$ -	\$ -	\$ -	\$ 2,997,706.15
Livingston	\$ 396,962.00	\$ 4,489,460.36	\$ -	\$ -	\$ 53,025.22	\$ 259,936.25	\$ 4,517,941.86	\$ -	\$ -	n/a	\$ 4,777,878.11
Luce	\$ 124,636.00	\$ 49,973.95	\$ -	\$ -	\$ 8,297.05	\$ 223,606.36	\$ -	\$ -	\$ -	\$ -	\$ 223,606.36
Mackinac	\$ 132,574.00	\$ 243,709.24	\$ -	\$ -	\$ -	\$ 178,667.09	\$ 481,722.19	\$ -	\$ -	\$ -	\$ 660,389.28
Van Buren	\$ 232,562.00	\$ 2,889,409.23	\$ -	\$ -	\$ 1,272.00	\$ 232,562.00	\$ 2,547,007.14	\$ -	\$ -	\$ -	\$ 2,779,569.14
Washtenaw	\$ 466,437.42	\$ 1,651,750.22	\$ -	\$ 6,091,695.98	\$ -	\$ 466,437.42	\$ 1,651,750.22	\$ -	\$ 6,091,695.68	\$ -	\$ 8,209,883.32
Wayne - Conference of Eastern Wayne	\$ 263,852.46	\$ 327,479.70	\$ -	\$ 742,373.84	\$ -	\$ 263,852.46	\$ 327,479.70	\$ -	\$ 742,373.84	\$ -	\$ 1,333,706.00
Wayne - Conference of Western Wayne	\$ 752,000.00	\$ 3,397,615.00	\$ 1,477,798.00	\$ 8,986,422.00	\$ 3,239,773.00	\$ 752,000.00	\$ 3,397,615.00	\$ 1,477,798.00	\$ 8,986,422.00	\$ 3,239,773.00	\$ 17,853,608.00
Wayne - Detroit Service District	\$ 4,417,806.38	\$ 1,153,771.54	\$ -	\$ -	\$ -	\$ 5,494,969.67	\$ -	\$ -	\$ 20,939,559.82	\$ -	\$ 26,434,529.49
Wayne - Downriver Community Conference/Mutual Aid	\$ 2,851,259.23	\$ -	\$ -	\$ 5,894,726.00	\$ 71,828.86	\$ 1,146,164.13	\$ -	\$ -	\$ 5,986,203.91	\$ -	\$ 7,132,368.04
Wexford	\$ 176,109.00	\$ 776,836.00	\$ -	\$ -	\$ 858.00	\$ 176,109.00	\$ 776,836.00	\$ -	\$ -	\$ 69,972.00	\$ 1,022,917.00
Totals	\$31,428,789.23	\$ 101,846,493.43	\$58,836,212.15	\$65,432,886.40	\$46,806,616.90	\$36,487,370.19	\$98,121,110.29	\$54,966,718.32	\$80,889,826.54	\$53,118,701.04	\$ 323,583,726.38

Total State 911 Fee Expended	Total Local 911 Fee Expended	Total 911 Millage Expended	Total General Fund Monies Expended	Total Other Monies Expended	Fed Grant Funds	Total Expenses
\$31,428,789.23	\$ 101,846,493.43	\$58,836,212.15	\$65,432,886.40	\$46,806,616.90	\$ 863,829.27	\$305,214,827.38
10.30%	33.37%	19.28%	21.44%	15.34%	0.28%	

Appendix C

CALL VOLUME BREAKDOWN BY COUNTY

County	PSAP	Total Wireline 911 Received	Total Wireless 911 Received	Total VoIP Calls Received	Total Text-to-911	Total PSAP Admin Calls
Alcona	Alcona County Central Dispatch	361	3,496	389	9	20,000
Alger	Alger County Sheriff Department	770	2,352	43	41	29,372
Allegan	Allegan County Central Dispatch	2,105	32,360	2,805	224	75,527
Alpena	Alpena County E911/Central Dispatch	536	7,509	1,911	29	23,409
Antrim	Antrim County Central Dispatch	730	11,969	-	-	7,807
Arenac	Arenac County Central Dispatch	461	6,874	658	33	18,965
Baraga*	Negaunee Regional Communications Center (NRCC)	577	2,480	37	67	86,568
Barry	Barry County Central Dispatch	2,557	14,973	722	182	41,558
Bay	Bay County Central Dispatch	4,159	52,914	10,122	223	80,205
Benzie	Benzie County Central Dispatch	370	6,437	670	26	16,380
Berrien	Niles Police Department	320	6,198	468	27	47,804
Berrien	Berrien County Public Safety Communication Center	3,917	64,480	5,329	177	108,769
Branch	Branch County Central Dispatch	1,673	20,483	1,641	461	38,908
Calhoun	Calhoun County Consolidated Dispatch Authority	15,483	92,048	7,970	415	97,613
Cass	Cass County Sheriff Department	952	17,101	1,603	212	78,148
Charlevoix	Charlevoix, Cheboygan and Emmet (CCE) Central Dispatch	9,131	68,486	13,697	109	36,479
Chippewa**	Chippewa County Central Dispatch	2,785	8,563	1,359	1,451	40,080
Clare	Clare County Central Dispatch	694	12,918	1,288	93	24,789
Clinton	Clinton County Central Dispatch	4,285	29,194	1,743	84	45,132
Crawford	Crawford Emergency Central Dispatch	571	3,957	86	6	5,394
Delta	Delta County Central Dispatch	608	9,754	1,872	26	43,447
Dickinson	Dickinson County Central Dispatch	1,339	8,305	969	45	35,961
Eaton	Eaton County Central Dispatch	69,768	39,957	-	171	88,132
Genesee	Genesee County 9-1-1 Authority	12,052	363,240	29,072	980	23,918
Genesee	Fenton Police Department	375	5,000	444	46	29,695
Gladwin	Gladwin County Central Dispatch	5,190	3,185	N/A	N/A	58,433
Gogebic*	NRCC	407	3,332	905	*	*
Grand Traverse	Grand Traverse County Central Dispatch	2,204	35,840	4,536	138	48,932
Gratiot	Gratiot County Central Dispatch	1,619	12,687	1,368	218	52,182
Hillsdale	Hillsdale County Central Dispatch	1,853	21,685	4,611	141	37,211
Houghton*	NRCC	1,085	8,517	1,344	*	*
Huron	Huron County Central Dispatch	536	8,795	493	32	58,973
Ingham	Ingham County 911 Central Dispatch	7,327	148,104	16,145	779	219,310
Ionia	Ionia County Central Dispatch	932	20,450	1,564	73	62,924
Iosco	Iosco County Central Dispatch	630	8,304	1,799	233	20,055
Iron	Iron County Central Dispatch	521	3,598	312	145	16,447
Isabella	Central Michigan University	2,199	-	-	-	14,663
Isabella	Isabella County Central Dispatch	3,519	23,016	1,861	230	74,233

County	PSAP	Total Wireline 911 Received	Total Wireless 911 Received	Total VoIP Calls Received	Total Text-to-911	Total PSAP Admin Calls
Jackson	Jackson County Central Dispatch	47,753	106,871	9,583	509	86,544
Kalamazoo	Kalamazoo County Consolidated Dispatch Authority	6,973	140,277	15,718	1,158	283,176
Kalkaska	Kalkaska County Central Dispatch	434	6,950	589	14	19,417
Kent	Grand Rapids Police Department	7,100	114,067	8,720	331	133,652
Kent	Kent County Sheriff Dept.	7,631	140,995	10,742	10,199	217,882
Keweenaw*	NRCC	553	734	63	*	*
Lake	Lake County Central Dispatch	538	5,211	159	36	2,198
Lapeer	Lapeer County Central Dispatch	4,498	25,099	Included in wireline numbers	92	35,762
Leelanau	Leelanau County	731	5,970	905	46	22,240
Lenawee	Lenawee County Sheriffs Office	3,998	34,618	3,236	93	89,764
Livingston	Livingston County Central Dispatch	4,217	61,550	5,300	207	110,316
Luce**	Chippewa County Central Dispatch	491	1,696	145	**	**
Mackinac**	Chippewa County Central Dispatch	1,291	5,044	445	**	**
Macomb	Center Line Police Department	109	5,443	375	-	6,067
Macomb	Chesterfield Township Police Dept.	2,828	14,216	1,216	39	44,353
Macomb	Utica Police Department	493	4,500	225	-	21,396
Macomb	South East Regional Emergency Services Authority	3,946	69,855	6,185	181	94,825
Macomb	Macomb County Sheriff's Office	6,467	145,192	14,823	488	158,153
Macomb	Warren Police Department	3,482	75,166	6,694	254	104,173
Macomb	Shelby Township Police Dept.	1,089	11,163	1,262	-	41,537
Macomb	Romeo Police Department	383	1,394	82	-	16,954
Macomb	Richmond Police Department	2,441	2,441	-	-	16,612
Manistee	Manistee County Central Dispatch	924	8,586	978	22	24,985
Marquette	Marquette County Central Dispatch	1,785	22,789	3,092	95	86,601
Mason Oceana	Mason/Oceana 911	1,912	22,386	2,435	120	31,925
Mecosta Osceola	Meceola Consolidated Central Dispatch Authority	2,038	22,797	1,601	81	77,527
Menominee	Menominee County 911 Central Dispatch	593	5,257	895	50	22,923
Midland	Midland County Central Dispatch	7,052	38,907	4,261	111	18,798
Missaukee	Missaukee County Sheriff Department	382	4,806	277	17	13,603
Monroe	Monroe County Central Dispatch	3,838	58,044	5,205	113	93,749
Montcalm	Montcalm County Central Dispatch	2,890	19,530	1,733	168	50,422
Montmorency	Montmorency County Central Dispatch Center	520	3,284	171	8	4,651
Muskegon	Muskegon County Central Dispatch 9-1-1	8,003	115,009	15,850	54	157,613
Newaygo	Newaygo County 911 Central Dispatch	1,404	15,240	1,144	85	49,994

County	PSAP	Total Wireline 911 Received	Total Wireless 911 Received	Total VoIP Calls Received	Total Text-to-911	Total PSAP Admin Calls
Oakland	Berkley Department of Public Safety	2,988	4,200	540	22	22,342
Oakland	Oakland County Sheriff Office	13,667	186,697	19,006	483	315,810
Oakland	Novi Police Department	27,337	19,047	2,718	22	44,656
Oakland	Southfield Dept. of Public Safety	6,382	51,720	6,259	261	74,767
Oakland	Birmingham Police Department	418	7,462	748	10	31,365
Oakland	White Lake Twp. Police Department	241	6,874	885	46	21,350
Oakland	West Bloomfield Police Department	1,663	17,205	3,741	70	56,182
Oakland	Oak Park Department of Public Safety	877	16,026	1,146	67	24,753
Oakland	Madison Heights Police Department	20,153	18,268	1,885	46	26,631
Oakland	Hazel Park Police Department	257	7,778	652	-	23,864
Oakland	Ferndale Police Department	411	10,949	930	-	25,257
Oakland	Farmington Hills Police Department	2,185	29,145	3,790	-	32,956
Oakland	Waterford Township Police Department	1,808	23,759	2,251	405	43,044
Oakland	Troy Police Department	4,011	28,283	4,145	465	118,129
Oakland	Royal Oak Police Department	2,411	16,364	2,007	33	49,654
Oakland	Rochester Police Department	2,959	3,144	43	-	23,401
Oakland	Bloomfield Township Police Dept.	846	13,253	2,201	300	42,244
Oakland	Bloomfield Hills Police Department	526	2,325	184	-	16,111
Ogemaw	Ogemaw County Emergency Dispatch Authority	1,873	33,681	157	29	35,736
Ontonagon*	NRCC	393	1,413	93	*	*
Oscoda	Oscoda County Sheriff Department	3,259	3,259	127	20	19,349
Otsego	Michigan State Police - Gaylord	867	11,446	1,225	37	65,634
Ottawa	Ottawa County Central Dispatch Authority	6,151	85,265	8,148	235	177,898
Presque Isle	Presque Isle Central Dispatch	659	4,013	452	4	7,739
Roscommon	Roscommon County Central Dispatch	1,504	10,995	693	22	40,157
Saginaw	Saginaw County Central Dispatch	12,134	87,987	11,572	357	154,537
Sanilac	Sanilac County Central Dispatch	802	10,674	542	60	157,420
Schoolcraft*	NRCC	494	2,531	297	*	*
Shiawassee	Shiawassee County Central Dispatch	1,904	25,185	2,512	56	57,312
St. Clair	St. Clair County Central Dispatch	5,561	59,379	4,183	284	121,657
St. Clair	Clay Township Police Department	145	4,240	281	25	32,943
St. Joseph	St. Joseph County Central Dispatch	2,138	23,351	1,838	132	56,295
Tuscola	Tuscola County Central Dispatch	1,767	14,648	1,184	1,197	17,599
Van Buren	Van Buren County Central Dispatch	3,085	29,178	2,344	87	61,407
Washtenaw	Saline Police Department	187	769	185	1	7,417
Washtenaw	Chelsea Police Department	244	518	244	1	9,440
Washtenaw	University of Michigan DPSS Dispatch Operations	12,378	Included in wireline numbers	Included in wireline numbers	1	154,095

County	PSAP	Total Wireline 911 Received	Total Wireless 911 Received	Total VoIP Calls Received	Total Text-to-911	Total PSAP Admin Calls
Washtenaw	Milan Police Department	41	713	64	1	12,823
Washtenaw	Eastern Michigan University DPS	105	96	1,436	1	3,392
Washtenaw	Washtenaw County Sheriff's Office Metro Dispatch	7,850	139,119	11,026	332	101,118
Wayne - Conference of Eastern Wayne	Grosse Pointe Park Dept. of Public Safety	352	3,522	425	51	16,627
Wayne - Conference of Eastern Wayne	Harper Woods Police Department	383	12,135	757	25	23,623
Wayne - Conference of Eastern Wayne	Grosse Pointe Farms Dept. of Public Safety	3,164	2,256	332	3	24,173
Wayne - Conference of Eastern Wayne	Grosse Pointe Woods Dept. of Public Safety	5,364	4,516	-	259	20,994
Wayne - Conference of Western Wayne	Canton Township Department of Public Safety	1,418	23,298	2,472	655	62,714
Wayne - Conference of Western Wayne	Wayne County Airport Authority	2,130	5,074	219	270	113,710
Wayne - Conference of Western Wayne	Redford Township Police Dept.	33	25,238	2,194	14	N/A
Wayne - Conference of Western Wayne	Plymouth Community Communications Center	515	12,418	1,216	44	25,616
Wayne - Conference of Western Wayne	Huron Township Police Dept.	148	7,678	654	16	N/A
Wayne - Conference of Western Wayne	Northville Township Department of Public Safety	357	7,951	1,218	28	25,081
Wayne - Conference of Western Wayne	Livonia Police Department	5,100	36,155	5,114	378	16,649
Wayne - Conference of Western Wayne	Dearborn United Dispatch Center	7,918	142,760	15,589	388	88,970
Wayne - Conference of Western Wayne	Dearborn Heights Police Department	1,601	39,573	3,145	N/A	42,590
Wayne - Conference of Western Wayne	Van Buren Township Public Safety	85	15,638	2,083	149	57,509
Wayne - Conference of Western Wayne	Romulus Police Department	182	28,269	2,850	64	25,601
Wayne - Detroit Service District	Detroit Emergency Telephone District	50,871	930,135	69,457	N/A	93,704
Wayne - Detroit Service District	Michigan State Police - 2nd District Regional	44,203	44,203	-	N/A	44,203
Wayne - Detroit Service District	Hamtramck Police Department	3,954	5,528	1,027	N/A	18,972
Wayne - Downriver Community Conference/Mutual Aid	Taylor Police Department	767	38,174	3,004	51	51,033
Wayne - Downriver Community Conference/Mutual Aid	Riverview Police Department	971	3,456	478	1	740
Wayne - Downriver Community Conference/Mutual Aid	Woodhaven Police Department	121	4,736	604	1	1,638

County	PSAP	Total Wireline 911 Received	Total Wireless 911 Received	Total VoIP Calls Received	Total Text-to-911	Total PSAP Admin Calls
Wayne - Downriver Community Conference/Mutual Aid	Downriver Central Dispatch	2,020	47,020	3,514	19	115,670
Wayne - Downriver Community Conference/Mutual Aid	Grosse Ile Township Police Dept.	69	1,141	99	1	366
Wayne - Downriver Community Conference/Mutual Aid	Brownstown Township Police Dept.	710	8,647	730	10	1,893
Wayne - Downriver Community Conference/Mutual Aid	River Rouge Police Department	94	4,787	378	2	1,008
Wayne - Downriver Community Conference/Mutual Aid	Flat Rock Police Department	137	3,392	168	1	594
Wayne - Downriver Community Conference/Mutual Aid	Gibraltar Police Department	45	1,098	99	1	277
Wayne - Downriver Community Conference/Mutual Aid	Ecorse Police Department	131	7,265	294	3	652
Wayne - Downriver Community Conference/Mutual Aid	Trenton Police Department	290	4,421	374	1	1,627
Wayne - Downriver Community Conference/Mutual Aid	Rockwood Police Department	60	909	65	74	163
Wexford	Wexford County Central Dispatch	664	12,996	1,217	19	37,464
Totals		589,926	4,998,996	465,455	29,337	7,145,580

County	PSAP	Total Wireline 911 Received	Total Wireless 911 Received	Total VoIP Calls Received	Total Text-to-911	Total PSAP Admin Calls
Chippewa**	Chippewa County Central Dispatch	4,567	15,303	1,949	1,451**	40,080**
	Chippewa County Central Dispatch dispatches for three counties in the UP. The individual county call volume is reflected in the spreadsheet above under the specific county.					
Marquette*	NRCC	3,509	19,007	2,739	67*	86,568*
	NRCC dispatches for six counties in the UP. The individual county call volume is reflected in the spreadsheet above under the specific county.					

Appendix D

MICHIGAN 911 COUNTY SURCHARGES

As compiled by Michigan Public Service Commission Staff

Rates effective July 1, 2022

County	Technical Charge: Recurring*	Technical Charge: Nonrecurring*	County Charge**	Total
Alcona	\$0.61	\$0.04	\$3.00	\$3.65
Alger	\$0.61	\$0.04	\$0.42	\$1.07
Allegan	\$0.61	\$0.04	\$3.00	\$3.65
Alpena	\$0.61	\$0.04	\$3.00	\$3.65
Antrim	\$0.61	\$0.04	\$ -	\$0.65
Arenac	\$0.61	\$0.04	\$0.42	\$1.07
Baraga	\$0.61	\$0.04	\$0.42	\$1.07
Barry	\$0.61	\$0.04	\$ -	\$0.65
Bay	\$0.61	\$0.04	\$ -	\$0.65
Benzie	\$0.61	\$0.04	\$3.00	\$3.65
Berrien	\$0.61	\$0.04	\$0.42	\$1.07
Branch	\$0.61	\$0.04	\$2.94	\$3.59
Calhoun	\$0.61	\$0.04	\$0.60	\$1.25
Cass	\$0.61	\$0.04	\$1.39	\$2.04
Charlevoix	\$0.61	\$0.04	\$0.61	\$1.26
Cheboygan	\$0.61	\$0.04	\$0.61	\$1.26
Chippewa	\$0.61	\$0.04	\$2.25	\$2.90
Clare	\$0.61	\$0.04	\$1.75	\$2.40
Clinton	\$0.61	\$0.04	\$1.50	\$2.15
Crawford	\$0.61	\$0.04	\$2.35	\$3.00
Delta	\$0.61	\$0.04	\$0.80	\$1.45
Dickinson	\$0.61	\$0.04	\$0.68	\$1.33
Eaton	\$0.61	\$0.04	\$1.65	\$2.30
Emmet	\$0.61	\$0.04	\$0.61	\$1.26
Genesee	\$0.61	\$0.04	\$1.86	\$2.51
Gladwin	\$0.61	\$0.04	\$0.51	\$1.16
Gogebic	\$0.61	\$0.04	\$2.50	\$3.15
Grand Traverse	\$0.61	\$0.04	\$2.50	\$3.15
Gratiot	\$0.61	\$0.04	\$3.00	\$3.65
Hillsdale	\$0.61	\$0.04	\$2.60	\$3.25
Houghton	\$0.61	\$0.04	\$1.10	\$1.75
Huron	\$0.61	\$0.04	\$2.20	\$2.85
Ingham	\$0.61	\$0.04	\$1.80	\$2.45
Ionia	\$0.61	\$0.04	\$3.00	\$3.65
Iosco	\$0.61	\$0.04	\$0.20	\$0.85
Iron	\$0.61	\$0.04	\$ -	\$0.65
Isabella	\$0.61	\$0.04	\$3.00	\$3.65
Jackson	\$0.61	\$0.04	\$1.50	\$2.15
Kalamazoo	\$0.61	\$0.04	\$0.42	\$1.07
Kalkaska	\$0.61	\$0.04	\$2.52	\$3.17
Kent	\$0.61	\$0.04	\$1.15	\$1.80
Keweenaw	\$0.61	\$0.04	\$ -	\$0.65
Lake	\$0.61	\$0.04	\$ -	\$0.65
Lapeer	\$0.61	\$0.04	\$2.29	\$2.94
Leelanau	\$0.61	\$0.04	\$0.42	\$1.07

County	Technical Charge: Recurring*	Technical Charge: Nonrecurring*	County Charge**	Total
Lenawee	\$0.61	\$0.04	\$3.00	\$3.65
Livingston	\$0.61	\$0.04	\$1.85	\$2.50
Luce	\$0.61	\$0.04	\$0.99	\$1.64
Mackinac	\$0.61	\$0.04	\$2.50	\$3.15
Macomb	\$0.61	\$0.04	\$0.42	\$1.07
Manistee	\$0.61	\$0.04	\$ -	\$0.65
Marquette	\$0.61	\$0.04	\$0.42	\$1.07
Mason	\$0.61	\$0.04	\$2.09	\$2.74
Mecosta	\$0.61	\$0.04	\$3.00	\$3.65
Menominee	\$0.61	\$0.04	\$2.12	\$2.77
Midland	\$0.61	\$0.04	\$ -	\$0.65
Missaukee	\$0.61	\$0.04	\$3.00	\$3.65
Monroe	\$0.61	\$0.04	\$2.00	\$2.65
Montcalm	\$0.61	\$0.04	\$2.85	\$3.50
Montmorency	\$0.61	\$0.04	\$3.00	\$3.65
Muskegon	\$0.61	\$0.04	\$2.75	\$3.40
Newaygo	\$0.61	\$0.04	\$3.00	\$3.65
Oakland	\$0.61	\$0.04	\$0.42	\$1.07
Oceana	\$0.61	\$0.04	\$2.09	\$2.74
Ogemaw	\$0.61	\$0.04	\$1.38	\$2.03
Ontonagon	\$0.61	\$0.04	\$0.51	\$1.16
Osceola	\$0.61	\$0.04	\$3.00	\$3.65
Oscoda	\$0.61	\$0.04	\$0.45	\$1.10
Otsego	\$0.61	\$0.04	\$1.72	\$2.37
Ottawa	\$0.61	\$0.04	\$ -	\$0.65
Presque Isle	\$0.61	\$0.04	\$2.25	\$2.90
Roscommon	\$0.61	\$0.04	\$ -	\$0.65
Saginaw	\$0.61	\$0.04	\$2.65	\$3.30
Sanilac	\$0.61	\$0.04	\$0.44	\$1.09
Schoolcraft	\$0.61	\$0.04	\$0.42	\$1.07
Shiawassee	\$0.61	\$0.04	\$2.65	\$3.30
St. Clair	\$0.61	\$0.04	\$0.60	\$1.25
St. Joseph	\$0.61	\$0.04	\$0.42	\$1.07
Tuscola	\$0.61	\$0.04	\$2.03	\$2.68
Van Buren	\$0.61	\$0.04	\$3.00	\$3.65
Washtenaw	\$0.61	\$0.04	\$0.43	\$1.08
Wayne:				
Detroit Emergency	\$0.61	\$0.04	\$0.42	\$1.07
Downriver	\$0.61	\$0.04	\$0.42	\$1.07
Wayne, Conf. East	\$0.61	\$0.04	\$0.42	\$1.07
Wayne, Conf. West	\$0.61	\$0.04	\$0.42	\$1.07
Wexford	\$0.61	\$0.04	\$2.25	\$2.90

NOTE:

Per PA 51 of 2018, the state 9-1-1 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.

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, of eligible Primary PSAP personnel to attend State 9-1-1 Committee approved training courses (either attendee wages OR backfill employee wages), including the hours of travel to and from the approved training and the hours of the approved course. Documentation of overtime wage use must be kept on site.

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

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

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

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

Facilities, Equipment, Supplies–Allowed

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

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 Training Subcommittee.

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

Unreasonable travel expenses.

Facilities, Equipment, Supplies–Not Allowed

Alcoholic beverages

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

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 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 period).

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 Training Subcommittee.

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

Appendix F

PSAP PAYMENT HISTORY FOR TRAINING FUNDS

NAME	2018 TOTAL	2019 TOTAL	2020 TOTAL	2021 TOTAL	2022 TOTAL
Alcona County 911	\$ 7,781.00	\$ 8,978.00	\$ 7,429.00	\$ 7,384.00	\$ 8,201.00
Alger County E911	\$ 1,945.00	\$ 1,283.00	\$ 2,123.00	\$ 4,219.00	\$ 4,687.00
Allegan County Central Dispatch	\$ 17,507.00	\$ 26,934.00	\$ 22,285.00	\$ 22,151.00	\$ 25,775.00
Alpena County Central Dispatch	\$ 9,726.00	\$ 11,543.00	\$ 9,550.00	\$ 9,494.00	\$ 10,545.00
Antrim County Central Dispatch Center	\$ 7,781.00	\$ 11,543.00	\$ 9,550.00	\$ 9,494.00	\$ 11,716.00
Arenac County Central Dispatch	\$ -	\$ -	\$ -	\$ -	\$ -
Barry County Central Dispatch	\$ 15,562.00	\$ 20,521.00	\$ 16,979.00	\$ 17,932.00	\$ 21,088.00
Bay County 911 Central Dispatch	\$ 21,399.00	\$ 32,064.00	\$ 26,530.00	\$ 24,261.00	\$ 25,775.00
Benzie County Sheriff Department	\$ 7,781.00	\$ -	\$ -	\$ 8,439.00	\$ 8,201.00
Berkley Department of Public Safety	\$ 2,918.00	\$ 5,130.00	\$ 4,245.00	\$ 6,329.00	\$ 9,372.00
Berrien County Sheriff's Department	\$ 35,015.00	\$ 44,890.00	\$ 36,081.00	\$ 33,755.00	\$ 38,662.00
Birmingham Police Department	\$ 9,726.00	\$ 12,825.00	\$ 11,673.00	\$ 10,549.00	\$ 12,887.00
Bloomfield Hills Public Safety Department	\$ 4,863.00	\$ 6,413.00	\$ 5,306.00	\$ 5,274.00	\$ 4,687.00
Bloomfield Township Police Department	\$ 12,644.00	\$ 17,956.00	\$ 13,796.00	\$ 12,658.00	\$ 15,230.00
Branch County 911/Central Dispatch	\$ -	\$ -	\$ -	\$ -	\$ -
Brownstown Police Department	\$ 3,891.00	\$ 5,130.00	\$ 4,245.00	\$ 4,219.00	\$ 4,687.00
Calhoun County Consolidated Disp Authority	\$ 30,152.00	\$ 41,042.00	\$ 33,958.00	\$ 33,755.00	\$ 37,490.00
Canton Township Department of Public Safety	\$ 17,507.00	\$ 23,087.00	\$ 18,040.00	\$ 18,987.00	\$ 19,917.00
Cass County Sheriff Department	\$ 9,726.00	\$ 12,825.00	\$ 11,673.00	\$ 11,604.00	\$ 12,887.00
CCE Central Dispatch Authority	\$ 17,507.00	\$ -	\$ 16,979.00	\$ 17,932.00	\$ -
Center Line Public Safety Department	\$ -	\$ 5,130.00	\$ 4,245.00	\$ 4,219.00	\$ 4,687.00
Central Michigan University	\$ 6,809.00	\$ 7,695.00	\$ 6,367.00	\$ 5,274.00	\$ -
Chelsea Police Department	\$ 3,891.00	\$ 5,130.00	\$ 4,245.00	\$ 4,219.00	\$ -
Chesterfield Twp Police Department	\$ 7,781.00	\$ 10,260.00	\$ 8,490.00	\$ 8,439.00	\$ 10,545.00
Chippewa County Central Dispatch	\$ 12,644.00	\$ 15,390.00	\$ 13,796.00	\$ 12,658.00	\$ 15,230.00
Clare County Central Dispatch	\$ 9,726.00	\$ 12,825.00	\$ 10,612.00	\$ 10,549.00	\$ 10,545.00
Clay Township Police Department	\$ 4,863.00	\$ 6,413.00	\$ 5,306.00	\$ 5,274.00	\$ 5,858.00
Clinton County Central Dispatch	\$ 14,590.00	\$ 17,956.00	\$ 14,856.00	\$ 14,768.00	\$ 16,402.00
Crawford Emergency Central Dispatch	\$ 5,836.00	\$ 6,413.00	\$ 6,367.00	\$ 6,329.00	\$ 7,029.00
Dearborn Heights Police Department	\$ 6,809.00	\$ 8,978.00	\$ -	\$ -	\$ 10,545.00
Dearborn United Dispatch Center (Dearborn PD)	\$ 20,425.00	\$ 33,986.00	\$ 32,897.00	\$ 36,919.00	\$ 42,176.00
Delta County Central Dispatch	\$ 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	\$ 147,617.00
Dickinson County Central Dispatch	\$ 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	\$ -
Eastern Michigan University Police Department	\$ -	\$ 10,260.00	\$ 8,490.00	\$ 8,439.00	\$ 9,372.00
Eaton County Central Dispatch	\$ 22,371.00	\$ 26,934.00	\$ 22,285.00	\$ 22,151.00	\$ 23,431.00
Ecorse Police/Ecorse Fire	\$ -	\$ -	\$ -	\$ -	\$ -
Farmington Hills Police Department	\$ 17,507.00	\$ 21,804.00	\$ 18,040.00	\$ 17,932.00	\$ 21,088.00
Fenton Police Department	\$ 4,863.00	\$ 6,413.00	\$ 5,306.00	\$ 5,274.00	\$ 5,858.00
Ferndale Police Department	\$ -	\$ 8,978.00	\$ 6,367.00	\$ 5,274.00	\$ 8,201.00
Flat Rock Police Department	\$ -	\$ 1,283.00	\$ -	\$ -	\$ -
Fraser Department of Public Safety	\$ 2,297.00	\$ -	\$ -	\$ -	\$ -
Genesee County 911 Authority	\$ 55,441.00	\$ 74,389.00	\$ 58,366.00	\$ 61,180.00	\$ 64,436.00
Gilbralter Police Department	\$ 3,891.00	\$ 5,130.00	\$ 4,245.00	\$ -	\$ -
Gladwin County Central Dispatch	\$ 9,726.00	\$ 14,108.00	\$ 11,673.00	\$ 11,604.00	\$ 11,716.00
Grand Rapids Police Department	\$ 37,934.00	\$ 55,151.00	\$ 43,510.00	\$ 39,029.00	\$ 44,519.00
Grand Traverse Central Dispatch	\$ 18,481.00	\$ 26,934.00	\$ 21,224.00	\$ 21,096.00	\$ 23,431.00
Gratiot County Central Dispatch	\$ -	\$ 12,825.00	\$ 10,612.00	\$ 11,604.00	\$ 12,887.00

	2018	2019	2020	2021	2022
NAME	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL
Grosse Ile Township Police Department	\$ 4,863.00	\$ -	\$ 5,306.00	\$ 5,274.00	\$ 5,858.00
Grosse Pointe Farms	\$ 6,809.00	\$ 7,695.00	\$ 5,306.00	\$ 5,274.00	\$ 5,858.00
Grosse Pointe Park DPS	\$ -	\$ -	\$ 4,245.00	\$ 4,219.00	\$ 4,687.00
Grosse Pointe Woods DPS	\$ 3,891.00	\$ 5,130.00	\$ 4,245.00	\$ 4,219.00	\$ 4,687.00
Hamtramck Police Department	\$ 3,891.00	\$ 6,413.00	\$ 5,306.00	\$ -	\$ 5,858.00
Harper Woods Police Department	\$ 2,918.00	\$ -	\$ -	\$ -	\$ -
Hazel Park Police Department	\$ 2,918.00	\$ -	\$ 3,183.00	\$ -	\$ 3,515.00
Hillsdale County Central Dispatch	\$ 15,562.00	\$ 19,239.00	\$ 14,856.00	\$ 13,713.00	\$ 15,230.00
Huron County Central Dispatch	\$ 10,699.00	\$ 15,390.00	\$ 12,735.00	\$ 11,604.00	\$ 12,887.00
Huron Township Police-Fire	\$ 5,836.00	\$ 7,695.00	\$ 7,429.00	\$ 7,384.00	\$ 7,029.00
Ingham County Central Dispatch	\$ 52,524.00	\$ 71,824.00	\$ 58,366.00	\$ 56,961.00	\$ -
Ionia County Central Dispatch	\$ 12,644.00	\$ 17,956.00	\$ 14,856.00	\$ 14,768.00	\$ 15,230.00
Iosco County Central Dispatch	\$ 10,699.00	\$ 14,108.00	\$ 11,673.00	\$ 10,549.00	\$ -
Iron County 911	\$ 9,726.00	\$ 12,825.00	\$ 11,673.00	\$ 10,549.00	\$ 11,716.00
Isabella County Central Dispatch	\$ 13,618.00	\$ 17,956.00	\$ 13,796.00	\$ 12,658.00	\$ 14,059.00
Jackson County Central Dispatch	\$ 20,425.00	\$ 28,217.00	\$ 24,408.00	\$ 23,206.00	\$ 23,431.00
Kalamazoo County Consolidated Dispatch Authority	\$ 25,413.32	\$ 48,738.00	\$ 44,570.00	\$ 46,413.00	\$ 53,892.00
Kalkaska County Central Dispatch	\$ 5,836.00	\$ 8,978.00	\$ 6,367.00	\$ 6,329.00	\$ 7,029.00
Kent County Sheriff Department	\$ 51,550.00	\$ 65,411.00	\$ 62,610.00	\$ 62,235.00	\$ 72,638.00
Lake County 911 Central Dispatch	\$ 8,754.00	\$ -	\$ 9,550.00	\$ 11,604.00	\$ 11,716.00
Lapeer County Central Dispatch	\$ 16,535.00	\$ 21,804.00	\$ 18,040.00	\$ 18,987.00	\$ 21,088.00
Leelanau County 911	\$ 10,699.00	\$ 14,108.00	\$ 11,673.00	\$ 11,604.00	\$ 14,059.00
Lenawee County Sheriff Department	\$ 14,590.00	\$ 21,804.00	\$ 19,102.00	\$ 18,987.00	\$ 21,088.00
Livingston County 911 Central Dispatch	\$ 28,207.00	\$ 35,912.00	\$ 30,775.00	\$ 35,865.00	\$ 37,490.00
Livonia Police Department	\$ 10,699.00	\$ 14,108.00	\$ 11,673.00	\$ 10,549.00	\$ 12,887.00
Macomb County Sheriff's Department	\$ 56,413.00	\$ 67,976.00	\$ 60,489.00	\$ 62,235.00	\$ 70,294.00
Madison Heights Police Department	\$ 6,809.00	\$ 10,260.00	\$ 8,490.00	\$ 8,439.00	\$ -
Manistee Co. 911 Central Dispatch	\$ 10,699.00	\$ 12,825.00	\$ 9,550.00	\$ 10,549.00	\$ 12,887.00
Marquette County Central Dispatch	\$ 12,644.00	\$ 16,674.00	\$ 13,796.00	\$ 13,713.00	\$ 14,059.00
Mason-Oceana 911	\$ 15,562.00	\$ 19,239.00	\$ 16,979.00	\$ 16,878.00	\$ 19,917.00
Meceola Consolidated Central Dispatch Authority	\$ 17,507.00	\$ 20,521.00	\$ 16,979.00	\$ 15,823.00	\$ 18,745.00
Menominee County 911	\$ 9,726.00	\$ 12,825.00	\$ 10,612.00	\$ 10,549.00	\$ 10,545.00
Michigan State Police	\$ 71,003.00	\$ 92,345.00	\$ 75,345.00	\$ 75,947.00	\$ 57,407.00
Midland County Central Dispatch Authority	\$ 16,535.00	\$ 21,804.00	\$ 16,979.00	\$ 15,823.00	\$ 17,574.00
Milan Police Department	\$ 3,891.00	\$ 5,130.00	\$ 4,245.00	\$ 4,219.00	\$ 1,938.00
Missaukee County Sheriffs Office	\$ 4,863.00	\$ 6,413.00	\$ 5,306.00	\$ 5,274.00	\$ 5,858.00
Monroe County Central Dispatch	\$ 22,371.00	\$ 30,782.00	\$ 23,346.00	\$ 22,151.00	\$ 23,431.00
Montcalm County Central Dispatch	\$ 15,562.00	\$ 21,804.00	\$ 18,040.00	\$ 17,932.00	\$ 19,917.00
Montmorency County 911 Sheriff Department	\$ -	\$ 6,413.00	\$ -	\$ 5,274.00	\$ -
Muskegon Central Dispatch	\$ 31,125.00	\$ 42,324.00	\$ 31,836.00	\$ 33,755.00	\$ 39,834.00
Newaygo County 9-1-1 Central Dispatch	\$ 10,699.00	\$ 14,108.00	\$ 11,673.00	\$ 12,658.00	\$ 12,887.00
Niles Police Department	\$ 6,809.00	\$ 8,978.00	\$ 7,429.00	\$ 7,384.00	\$ -
Northville Township Public Safety	\$ 8,754.00	\$ 14,108.00	\$ 10,612.00	\$ 10,549.00	\$ 11,716.00
Novi Police Department	\$ 11,672.00	\$ 15,390.00	\$ 12,735.00	\$ 15,823.00	\$ 17,574.00
Oak Park Department of Public Safety	\$ 5,836.00	\$ 7,695.00	\$ 6,367.00	\$ 6,329.00	\$ 7,029.00
Oakland County Sheriff Department	\$ 65,168.00	\$ 92,345.00	\$ 75,345.00	\$ 71,729.00	\$ 79,667.00
Ogemaw County Central Dispatch	\$ 9,726.00	\$ 12,825.00	\$ 11,673.00	\$ 10,549.00	\$ 12,887.00
Oscoda County Sheriff Department	\$ 3,891.00	\$ 6,413.00	\$ 4,245.00	\$ 4,219.00	\$ 4,687.00
Ottawa County Central Dispatch	\$ 36,961.00	\$ 48,738.00	\$ 37,142.00	\$ 39,029.00	\$ 42,176.00
Plymouth Community Communications Center	\$ 10,699.00	\$ 14,108.00	\$ 11,673.00	\$ 12,658.00	\$ 14,059.00
Portage Department of Public Safety - Consolidated 2018	\$ 11,672.00	\$ -	\$ -	\$ -	\$ -
Presque Isle County E-911	\$ -	\$ 5,130.00	\$ 4,245.00	\$ -	\$ 4,687.00

	2018	2019	2020	2021	2022
NAME	TOTAL	TOTAL	TOTAL	TOTAL	TOTAL
Redford Township Police Department	\$ 5,836.00	\$ 7,695.00	\$ 4,245.00	\$ 4,219.00	\$ 4,687.00
Richmond Police Department	\$ 4,863.00	\$ 6,413.00	\$ 5,306.00	\$ 5,274.00	\$ 5,858.00
River Rouge Police Department	\$ -	\$ 3,848.00	\$ 3,183.00	\$ -	\$ -
Riverview Police Department	\$ 972.00	\$ -	\$ -	\$ -	\$ -
Rochester Police Department	\$ 4,863.00	\$ 6,413.00	\$ 5,306.00	\$ 5,274.00	\$ -
Rockwood Police Department	\$ -	\$ 5,130.00	\$ 4,245.00	\$ 4,219.00	\$ 4,687.00
Romeo Police Department	\$ 3,891.00	\$ 5,130.00	\$ 4,245.00	\$ 4,219.00	\$ 4,687.00
Romulus Police Department	\$ 4,863.00	\$ 6,413.00	\$ 5,306.00	\$ 6,329.00	\$ 7,029.00
Roscommon County Central Dispatch	\$ 10,699.00	\$ 15,390.00	\$ 12,735.00	\$ 12,658.00	\$ 12,887.00
Royal Oak Police Department	\$ 11,672.00	\$ 15,390.00	\$ 13,796.00	\$ 13,713.00	\$ 16,402.00
Saginaw County 911 Communications Auth.	\$ 37,934.00	\$ 44,890.00	\$ 33,958.00	\$ 31,645.00	\$ -
Saline Police Department	\$ 3,891.00	\$ 5,130.00	\$ 4,245.00	\$ 3,165.00	\$ 4,687.00
Sanilac County Central Dispatch	\$ 9,726.00	\$ 12,825.00	\$ 10,612.00	\$ 10,549.00	\$ 11,716.00
SERESA	\$ 23,344.00	\$ 32,064.00	\$ 27,591.00	\$ 28,480.00	\$ 29,289.00
Shelby Township Police Department	\$ 11,672.00	\$ 14,108.00	\$ 11,673.00	\$ 11,604.00	\$ -
Shiawassee County Central Dispatch	\$ -	\$ 14,108.00	\$ 11,673.00	\$ 10,549.00	\$ -
South Downriver Communications Center - Trenton and Riverview Consolidated in 2013 and unconsolidated in 2017	\$ -	\$ -	\$ -	\$ -	\$ -
Southfield Department of Public Safety	\$ 15,562.00	\$ 19,239.00	\$ 18,040.00	\$ 17,932.00	\$ 19,917.00
St Clair County Central Dispatch	\$ 21,399.00	\$ 26,934.00	\$ 21,224.00	\$ 24,261.00	\$ -
St. Joseph County Central Dispatch	\$ 14,590.00	\$ 19,239.00	\$ 16,979.00	\$ 15,823.00	\$ 16,402.00
Taylor Police Department	\$ 9,726.00	\$ 12,825.00	\$ 10,612.00	\$ 9,494.00	\$ 11,716.00
Trenton Police Department	\$ 5,836.00	\$ 6,413.00	\$ 4,245.00	\$ 4,219.00	\$ -
Troy Police Department	\$ 16,535.00	\$ 21,804.00	\$ 19,102.00	\$ 18,987.00	\$ 22,260.00
Tuscola County Central Dispatch	\$ 10,699.00	\$ 16,674.00	\$ 13,796.00	\$ 11,604.00	\$ 14,059.00
University of Michigan Dept. of Public Safety	\$ 24,316.00	\$ 32,064.00	\$ -	\$ 24,261.00	\$ 24,603.00
Utica Police Department	\$ -	\$ -	\$ -	\$ -	\$ -
Van Buren County Central Dispatch	\$ 13,618.00	\$ 19,239.00	\$ 14,856.00	\$ 14,768.00	\$ 17,574.00
Van Buren Township Public Safety	\$ 9,726.00	\$ 12,825.00	\$ 10,612.00	\$ 10,549.00	\$ 11,716.00
Warren Police Department	\$ 20,425.00	\$ 26,934.00	\$ 23,346.00	\$ 22,151.00	\$ 21,088.00
Washtenaw Central Dispatch	\$ 29,180.00	\$ 42,324.00	\$ 36,081.00	\$ 36,919.00	\$ 41,005.00
Waterford Township Police Department	\$ 10,699.00	\$ 14,108.00	\$ 11,673.00	\$ 12,658.00	\$ 14,059.00
Wayne County Airport Authority	\$ 14,590.00	\$ 25,652.00	\$ 22,285.00	\$ 20,042.00	\$ 25,775.00
West Bloomfield Police Department	\$ 12,644.00	\$ 15,390.00	\$ 12,735.00	\$ 12,658.00	\$ 15,230.00
Western Michigan University Police Department - Consolidated	\$ 3,891.00	\$ -	\$ -	\$ -	\$ -
Westland Police Department	\$ 19,453.00	\$ -	\$ -	\$ -	\$ -
Wexford County Sheriff/Central Dispatch	\$ 8,754.00	\$ 11,543.00	\$ 9,550.00	\$ 9,494.00	\$ 10,545.00
White Lake Township Police Department	\$ 5,836.00	\$ 7,695.00	\$ 6,367.00	\$ 6,329.00	\$ 5,858.00
Woodhaven Police Department	\$ -	\$ -	\$ -	\$ -	\$ -

ALLOWABLE/DISALLOWABLE USAGE OF 911 SURCHARGE FUNDS

ALLOWABLE 911 SURCHARGE FUNDS 911 SURCHARGE EXPENDITURES

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

Salaries	MSAG Coordination
Uniforms	Addressing/Database
Fringe Benefits	EAP

Note: If 911 staff serves dual functions (i.e., a director who is also in charge of Emergency Management, a dispatcher who is also a police officer) then only those portions of personnel costs attributable to their 911 functions should be allowable.

Facility Costs of the dispatch center directly attributable to the delivery of 911 service:

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

Note: If a shared facility, only those portions of facility costs attributable to the 911 functions should be allowable.

Training and Memberships directly related to 911 service:

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

THE BELOW DISALLOWABLE EXPENSES ARE MEANT TO SERVE AS EXAMPLES ONLY – PLEASE REFER TO THE STATE 911 COMMITTEE APPEALS PROCESS FOR QUESTIONS.

Personnel Costs of law enforcement, fire, and EMS responders, emergency management staff, shared support or technical staff, except for portions of time directly functioning as 911 allowable staff.

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

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

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

Memberships for staff not involved directly in the delivery of 911 service, or for associations with a primary purpose other than public safety communications (i.e., 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

Appendix H
GLOSSARY OF TERMS

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.

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.

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.

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.

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 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 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.

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).

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.

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.

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.

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.

(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.

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.

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.

Wireless

A phone system that operates locally without wires, using radio links for call transport.

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](#).