

ANNUAL REPORT TO THE MICHIGAN LEGISLATURE

2025

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STATE OF MICHIGAN

STATE 911 COMMITTEE

LANSING

JEFF TROYER
CHAIRPERSON

JORDYN SELLEK
VICE-CHAIRPERSON

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 2024 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 annual 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 (ECCs). Some items the SNO has been working on include continuing coordinating 911/988 efforts in Michigan, implementing a significant set of enhancements to the Michigan State 911 Administration Portal (MiSNAP), beginning the process for review of the state of Michigan's telecommunicator training standards, representing 911 on the State and Local Cybersecurity Grant Program, working with the Criminal Justice Information Center on streamlining PPO entries for the courts and law enforcement agencies, and expanding education and outreach on how 911 impacts traffic safety through the Office of Highway Safety Planning.

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. As of January 2024, 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. NG911 technology brought new processes to our state in many ways; some PSAPs began to utilize video with call processing, the Michigan 911 GIS Repository became the path for routing wireless 911 emergency calls, and carriers began offering GeoRouting (also known as Location-Based Routing) to greatly improve caller location information and to route wireless calls to the most appropriate PSAP.

Our 911 centers remain vigilant providing 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 providing 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,

Jeff Troyer, Chair
State 911 Committee

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

EMERGENCY 911 SERVICE ENABLING ACT REPORTING REQUIREMENTS

MCL484.1412 states: (1) The committee shall make a report annually on the 911 system in this state, and the state and county 911 charge required under 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, the entire state is 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 2024 (see Appendix B).

The reported annual allowable expenses from 911 surcharge funds by the Public Safety Answering Points (PSAPs) and counties combined was \$133,067,382.80.

Overall, counties reported receiving \$113,437,330.60 in local 911 surcharge funding during 2024. Other funding sources reported include \$71,750,658.13 in general funds, \$195,781,838.68 from 911 dedicated millage-generated funding, and \$36,363,559.55 classified as other receipts.

Treasury reported distributing \$24,308,623 to counties in state 911 funds from January through December 2024. The breakdown can be found in the Michigan Department of Treasury's report on page 20.

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 2024 were \$9,933,837.

The cost of wireless 911 delivery to landline service providers (AT&T and Peninsula Fiber Network (PFN)) reimbursed through MCL484.1408(4)(b), as approved by the Michigan Public Service Commission (MPSC) under Case No. U-14000, totaled \$16,802,414.24 for calendar year 2024. This is a \$6,577,993.01 decrease from the previous year.

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 2024.

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 2024.

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 \$440,590,827.30 (see Appendix B). The 911 surcharges for each county are provided in Appendix 28.

STATE 911 COMMITTEE

The SNC was established in accordance with the Emergency 911 Service Enabling Act to promote the successful development, implementation, and ongoing operation of 911 systems throughout Michigan. As stated in MCL484.1714, the SNC is responsible for the following:

- Organizing and adopting standards that govern the committee's formal and informal procedures.
- Providing recommendations to primary and secondary PSAPs regarding statewide technical and operational standards.
- Providing guidance to public agencies on model systems to consider when preparing a 911 service plan.
- Fulfilling all duties assigned under the act related to the development, implementation, operation, and funding of 911 systems across the state.
- Notifying service suppliers of any changes in the state or county 911 charges under section 401a, 401b, and 401c.

The SNC consists of 21 members who represent a diverse group of stakeholders, including local public safety, private industry, elected officials, and state services. Members and the agencies they represented in 2024 are:

Association of Public Safety Communications Officials

Ms. Lisa Hall (Jan-Sept)

Mr. Dave Plumb (Sept-Dec)

Commercial Mobile Radio Service

Mr. Steven Berenbaum

Department of State Police

Maj. Beth Clark (Jan-Mar)

Lt. Col Ryan Pennell (Mar-Dec)

Deputy Sheriffs' Association

Det. Jonathan Pignataro

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. Kevin Wilkinson

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, Vice-Chair

Michigan Department of Licensing and Regulatory Affairs
Ms. Jeanette Doll

Michigan Professional Firefighters Union
Mr. Matt Weil (Jan-June)
Mr. Ken Barnes (June-Dec)

Michigan Public Service Commission
Ms. Wendy Thelen

Michigan Sheriff's Association
Sheriff Richard Behnke

Michigan State Police Troopers Association
Sgt. Louis Velaga

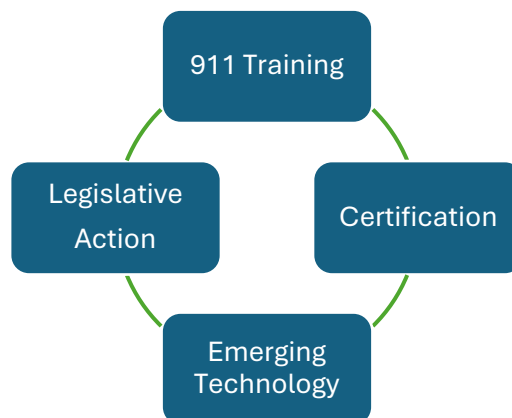
National Emergency Number Association
Ms. Stephanie Lehman

Senate Appointee, Public Member
Ms. April Heinze

Telecommunications Association of Michigan
Mr. Gordon Caverly

U.P. 911 Authority
Mr. Bryce Tracy

To support its work, the SNC utilizes four subcommittees:



The SNC considers their recommendations when making decisions related to 911 in Michigan. More detailed updates on each group's work can be found in the subcommittee reports included in this report. The SNC met on the following dates in 2024: March 13, June 12, September 18, and December 11.

STATE 911 OFFICE

In addition to the subcommittees, the SNO plays a key role in supporting the SNC and Michigan's 911 infrastructure. The SNO provides direct assistance to PSAPs with projects, issues, and guidance. Staff also represent 911 interests on local, state, and federal committees and workgroups. Each SNO specialist or analyst is assigned to support at least one of the subcommittees. Other services provided include:

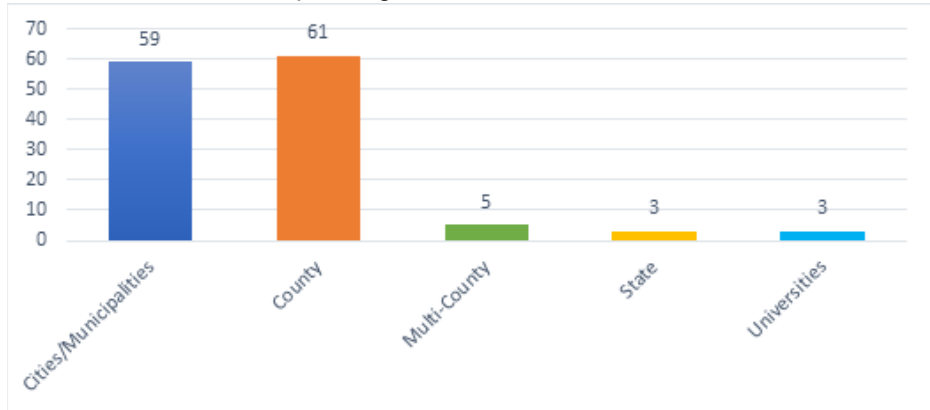
- Coordinating and overseeing the telecommunicator designation program to ensure compliance with state training standards and proper use of funds.
- Issuing statutory surcharge notices on state and local surcharges to communication providers, counties, and PSAPs.
- Conducting compliance reviews and helping implement best practice standards.
- Providing oversight and assistance with the enforcement of 911 surcharge payments by wireless retailers, wireless providers, and landline service providers.
- Maintaining centralized communications on 911 issues for public and private stakeholders.
- Serving as a resource for the public, industry representatives, and government agencies at all levels with 911-related questions.
- Representing 911 in a variety of local, state, and federal initiatives, including projects, committees, and emergency response exercises.
- Maintenance of the SNC website, which includes the following resources:
 - A list of Michigan PSAPs and open 911 positions by county.
 - Financial data on funds distributed to counties and PSAPs by the Michigan Department of Treasury.
 - Details on state and local 911 surcharge rates.
 - Guidelines that outline the allowable and disallowable uses of 911 funds.
 - Tools and resources for PSAPs and members of the public.
 - Upcoming meeting dates and minutes for the SNC and subcommittees.
 - Health and wellness resources for 911 professionals and public safety partners.

OVERVIEW OF 911 IN MICHIGAN

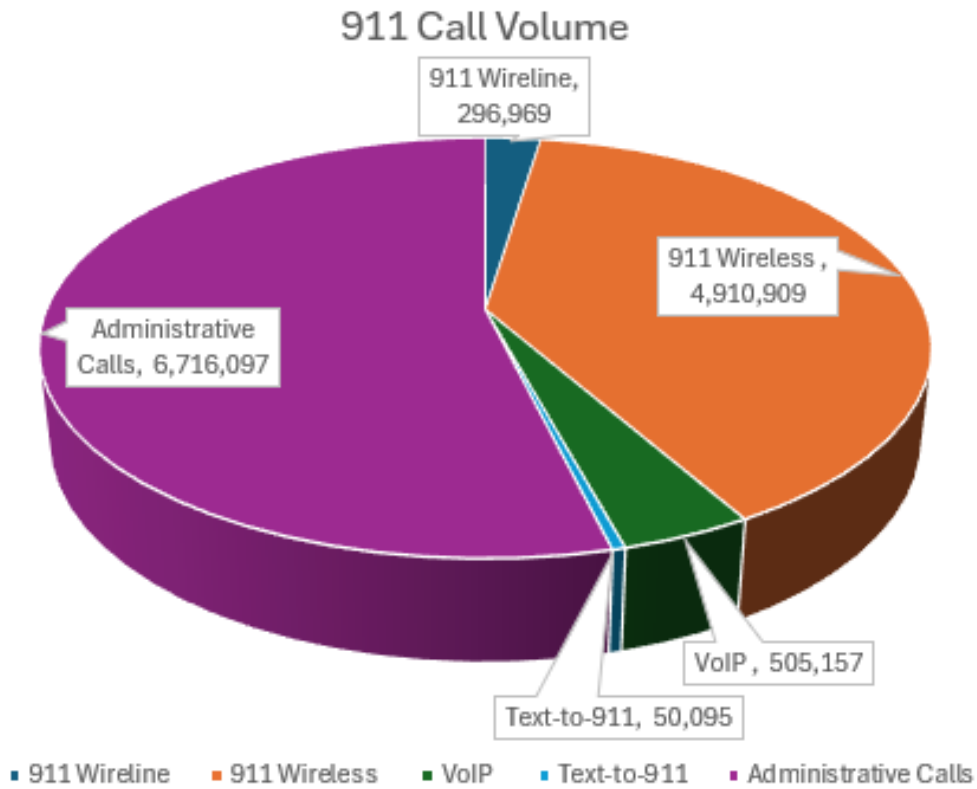
What do PSAPs do?

In Michigan, 911 calls are answered at a primary PSAP. These are public safety emergency and non-emergency communication centers that operate 24 hours a day, seven days a week. They are responsible for dispatching police, fire, and emergency medical services. In addition, PSAPs may perform other critical functions such as Law Enforcement Information Network entries, poison control transfers, and the activation of emergency warning alerts.

As of December 31, 2024, there were 131 PSAPs operating at various levels.



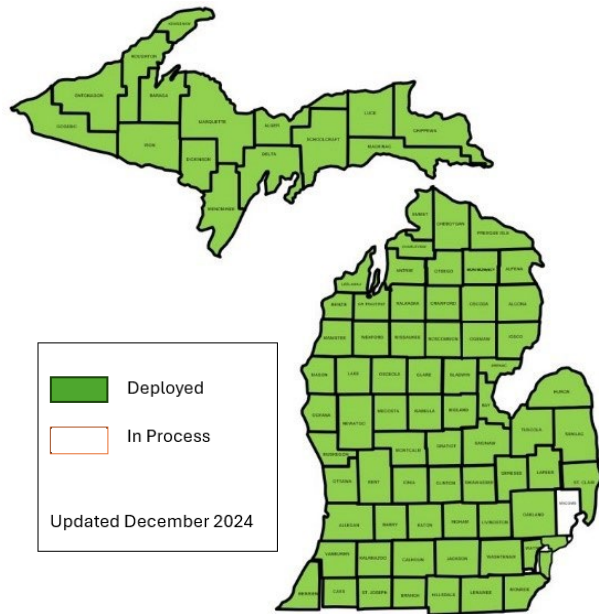
Call volumes, as reported by each county/service district. See Appendix A for a breakdown.



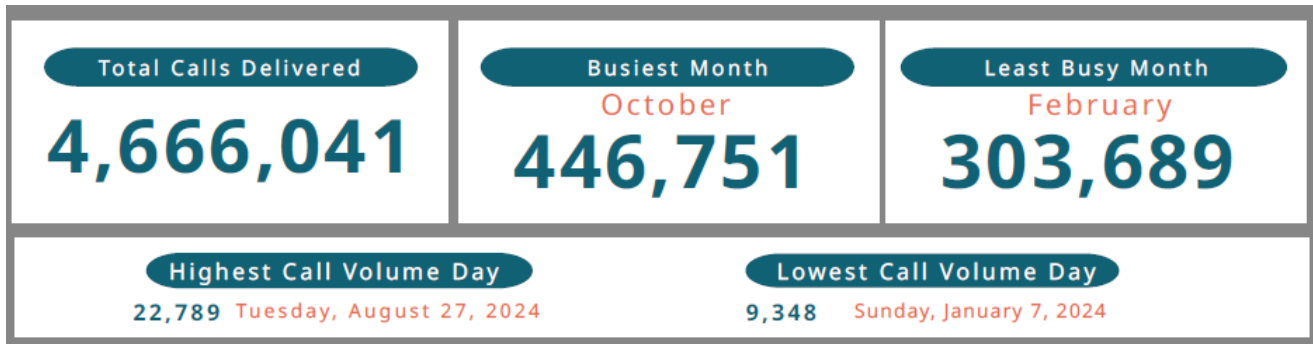
Next Generation 911
As of December 2024

- 82 counties fully converted from legacy systems to the NG911 network, with one PSAP in the Detroit Service District in progress. One additional county was actively working through the conversion process.
- A total of 130 primary, 13 secondary, and 15 back-up PSAPs had completed full NG911 conversion. One PSAP was partially converted.

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



NOTE: The following information is to show how much of the call volume goes through the NG911 network. Data is provided by the NG911 IP-based provider.



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 FTE count to the SNC for final approval. This system is administered through the SNO.

2024 Members:

- **Ms. Stephanie Lehman (Chair)**, SNC, *Barry County Central Dispatch*
- **Ms. Christine Collom (Vice-Chair)**, *Clinton County Central Dispatch*
- Mr. Jeff Troyer, SNC, *Kalamazoo County Consolidated Dispatch Authority*
- 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*
- Mr. Jason Torrey, *Grand Traverse County Central Dispatch*

In 2024, the NTS met on February 7, February 21, June 6, August 21, and November 20. A summary of discussion topics on each date follows. A complete listing of the NTS meeting minutes can be found on the SNC website.

February 7:

- After the review of all applications, there was a total of 93 PSAPs approved, 27 denied, and 19 that did not apply. There was a total of 1,442 FTEs approved with 382 denied.
- The SNO received many requests to add attendance for conferences that were not submitted in MiSNAP. There is a process in place where training providers are required to enter attendance. If they do not adhere to the policy, then they will not receive SNC approval.

February 21:

- 24 appeals were heard from PSAPs that were either denied training funds or their FTE count was adjusted; five appeals were granted. After hearing all appeals, a total of 1,702 FTEs were approved at the subcommittee level.

June 6

- Provided an update on all the application appeals held during the March SNC meeting. The approved FTE count from the SNC is 1,822.
- All members acknowledged receipt of the State Ethics and Public Entities Acts.
- Proposed changes to the training fund application process include:
 - Change the deadline to the last Friday in January without listing a specific date.

- Change the deadline from 4 p.m. to midnight.
- Reduce the number of signatures required from three to one (director, training coordinator, or whoever has authority).
- Combine the 101W (employee worksheet) and the 101 (signature page) to have everything on one form.
- Once the application is submitted, it will be locked.
- If changes are made after submission, the PSAP will need to contact the SNO to unlock the application. They will then need to resign and resubmit after changes are made.
- Replace the checkmark with a submit button.

August 21

- Review and approve the Challenges and Appeals Policy, and the Training Fund Policy.
- Approval of the FTE count for the second distribution. The total is 1,818 and reflects the closing of Rockwood Police Department.

November 20

- Heard an appeal from the Zekelman Holocaust Center for a course submitted that was denied. The course denial was overturned.
- Approval of the 2025 meeting dates.
- Review and approval of the training fund application process. Updates were made to the Application Guidelines and Application Instructions to coincide with the current application process.

In 2024, the NTS Course Review Team considered 411 requests for training course approval from various training providers. Of those requests, 375 were approved or renewed, and 36 were denied. A total of 1,004 instructors were reviewed. Of those requests, 992 were approved and 12 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. 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 can be found by completing a simple search within MiSNAP.

The SNC has established guidelines for PSAPs requesting state training funds, and requires an annual application to 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)
- Identification of personnel, date of hire
- Report on 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 2022, would need to be expended by December 31, 2024.

If funds are not expended within the two-year timeframe, the PSAP shall be ineligible to receive further distributions of training funds until the balance of funds from the preceding two-year timeframe is expended. For example, if funds distributed in 2021 are not spent, the PSAP shall be ineligible for fund distributions during calendar year 2024. Eligibility may be restored from the following year's distribution (2025) by utilizing the funds distributed during the years preceding the two-year timeframe.

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

Any funds not expended within five years must be returned to the training fund. For example, funds received by the PSAP in 2020 and not spent by December 31, 2024, 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 6% prepaid state surcharge and the 25-cent post-paid state surcharge. Of those funds remitted to 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 responsible for meeting the requirements and deadlines set forth in the 911 statute. This includes the review of county 911 plans to confirm their compliance, allowing for funding through 911 mechanisms. Additionally, the subcommittee conducts compliance reviews to ensure expenditures of 911 funds align with the criteria established by the SNC for “allowable” expenses. This process is managed through the SNO.

2024 Members:

- **Ms. Phyllis Fuller (Chair)**, PFN
- **Mr. Bryce Tracy (Vice-Chair)**, SNC, U.P. 911 Authority
- Ms. Cynthia Fell, Plymouth Township Police Department
- Chief Dale Greenleaf, SNC, Michigan Association of Chiefs of Police
- Mr. Corey LeCureux, Grand Traverse County Central Dispatch
- Ms. Jessie Lowell, Ogemaw County 911
- Mr. Jeremy Ludwig, Allegan County Central Dispatch
- Mr. Jim Miller, PFN
- Ms. Victoria Rose, Kalamazoo County Consolidated Dispatch Authority
- Mr. Vance Stringham, Roscommon County Central Dispatch (*Jan-April*)
- Ms. Amy Thomas, Montcalm County Central Dispatch
- Ms. Jessica Young, Genesee County 911 Central Dispatch
- Mr. Kevin Wilkinson, SNC, Medstar Inc.
- Mr. Chris Izworski, Saginaw County Central Dispatch

The Certification Subcommittee conducts several compliance reviews throughout the year. The compliance review process consists of examining county/PSAP accounting practices and documentation, county 911 plans, 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 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 ongoing 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.

The Certification Subcommittee met on February 21, May 21, and August 21. A summary of discussion topics on each date follows. A complete listing of the meeting minutes can be found on the SNC website.

February 21

- Work being done on several compliance reviews that are outstanding, requiring additional follow-up after the initial financial meeting and site visits.
- An updated allowable/disallowable list was posted on the SNC website after receiving no feedback from the legislature.

May 21

- All members acknowledged receipt of the State Ethics and Public Entities Acts.
- Mr. Stringham resigned from the subcommittee. The membership consists of 13 members, so no posting of the vacancy is needed.

August 21

- Several amendments were brought for approval to help close out final reports.
- The questions from last year's SNC301 were submitted for review. The members discussed changes needed in the forms for next year's reporting cycle.

The following counties randomly selected for review in 2024 are still in progress:

- Otsego County
- Crawford County
- Genesee County
- Antrim County

The following is a list of compliance reviews which were completed in 2024:

- Clinton County
- Alpena County
- Wayne County (Downriver, Eastern Conference, Western Conference, MSP Detroit Regional Communications Center)
- Chippewa County (Mackinac, Luce)
- Marquette County
- Dickinson County
- Leelanau County

EMERGING TECHNOLOGY SUBCOMMITTEE

The Emerging Technology Subcommittee (ETS) 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 Technology Forum, and drafting Public Service Announcements to name a few.

2024 Members:

- **Mr. Tim McKee (Chair)**, SNC, PFN
- **Ms. Patricia Coates (Vice-Chair)**, Courts & Law Enforcement Management Information System
- Mr. Scott Temple, INdigital
- Ms. April Heinze, SNC, National Emergency Number Association (NENA)
- Ms. Jaime Seling, PFN
- Mr. Michael Armitage, Calhoun County Consolidated Dispatch Authority
- Mr. Jerry Nummer, Michigan Public Safety Communications System
- 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
- Mr. Mike Gank, Antrim County Central Dispatch

The ETS met on January 31, March 6, May 1, July 31, and November 12. A summary of discussion topics on each date follows. A complete listing of the meeting minutes can be found on the SNC website.

At each meeting, standing agenda items included:

- Updates on the cybersecurity grant.
- Planning for the annual Technology Forum.
- Updates on the state Geographic Information Systems (GIS) Repository for PSAP location-based routing and mapping.
- Outage Report workgroup updates.
- Technology issues and challenges in the PSAPs.

January 31

- INdigital held a meeting to discuss the address component and pulling data from the repository. T-Mobile, AT&T, and Verizon wireless are all working with INdigital. A dispatchable location is supposed to be provided, if possible, based on latitude/longitude. VoIP providers routing calls are also supposed to provide geo-location.
- There have been three or four FCC reports released which will start to affect PSAPs, such as outage reporting. As required, every carrier will be reaching out for outage notification contact information. PSAPs need training on what information needs to be put out. The workgroup will discuss best practices for outage notifications, update outage guidelines, create sample policy, what information should be in a notification, and how to determine if it is an outage. In an NG world, the notifications should be going to the NOC number that can determine if there is truly an outage, then allow PSAPs to make necessary notifications.
- The GIS Repository identified differences in data. Checks and validations are standardized to the new data model; data cannot be loaded if it does not meet the standards in place. Training will be

held mid-February for contributors to upload data. A Michigan addressing standards document will be created to look at how address points are placed county by county.

- Benefits of artificial intelligence (AI): There are dispatch centers highlighting technology bots that are not only translating but performing an action. Examples: A bot will transcribe then provide information to the dispatcher, teaching the AI every time *this* word comes, it means *this*, and then an action is performed in CAD. The benefits overall may help with staffing issues. There is still a delay with real-time text.
- Call for presentations are going out to begin looking for speakers and sessions for the Technology Forum being held in September.

March 6

- Geo-routing new validations have been implemented which helps the data come in cleaner.
- Cybersecurity Grant awarded 2023 funds with the state covering the local match. A list of projects has not been released; however, the committee is looking at anything that aligns with the objectives of the cybersecurity grant program and/or one of the 16 grant requirements identified in the NOFO.
- A Virtual Work Workgroup was created. The purpose of the workgroup is to determine technological considerations for call taking and dispatching from home.
- TrainFo is a company that installs sensors on railroad tracks to integrate train movement or blockages. They can provide useful data to PSAPs.

May 6

- Fugro gave a presentation on their 3D data to support Emergency Management at PSAPs/ECCs to try and reduce the response time by precisely showing the caller location in a 3D environment (including building floorplans).
- Develop a vendor reference list for the PSAPs so they know what equipment each center has when they are researching future purchases. Most information is collected on the annual reporting forms.
- INdigital is pulling boundaries out of the repository for the wireless NG routing. Will begin testing on address points and road centerlines.
- Call taking from home can be accomplished; however, radios from home are not something this workgroup can decide on without assistance from the state. The workgroup will hold off on virtual work until NENA publishes its standard.
- Reviewed list of speakers and sessions for the Annual 911 Technology Forum.

July 31

- Convey 911 gave a presentation on their available programs to address language communication.
- The Annual 911 Technology Forum is September 16-18, and the members reviewed plans including the agenda and vendors in preparation. Attendance will be roughly 200+.
- Verizon Wireless will be rolling out LBR in the state and is using the repository to update boundaries. The FCC has a new report and order requiring carriers to send information via Standard Internet Protocol (SIP). AT&T Mobility and T-Mobile have LBR currently.
- The FY22 recipients have been notified they are receiving grant funds. No date as to when FY23 funds will be released or what the application process will be. Agencies can apply for FY23 funds even if they applied for FY22.
- 988 IP address location – an agency received a 988 call and could not initially locate the caller. The caller was located using the IP address. PSAPs can use whatismyipaddress.com which will

show location, ISP, if it is static, etc. The NENA standard 001.2-2022, NENA/Crisis Line Interoperability Standard, gives information on how to handle any type of look up for any type of call.

- Apple did an unveiling regarding new emergency services being offered through Rich Communication Services. Google currently uses this for messaging. Apple had their own way but have now agreed to deliver through Rich Communication. The iOS 18 software will allow text messages sent by satellite to family members, send videos if using intermediaries, send pictures, etc. using RapidSOS.
- CrowdStrike Outage – 13 counties saw some type of impairment. Michigan was the first state fully restored; need to think big picture if everything is AWS and it goes down.

November 12

- The FCC is responsible for 911 where carriers are concerned. The Alliance for Telecommunications Industry Solutions (ATIS) is the standards body that handles telephony services, working closely with NENA. The new NG911 FCC rules go into effect November 25, but they need to go through the Paperwork Reduction Act and be published in the federal register before becoming effective. ATIS is working on request procedures and language for the carriers that are standardized across the nation. Requests will be made by ESInet not per PSAP.
- With so many pieces of AI currently available, we need to begin focusing on what is safe, what is beneficial, remote capabilities, and security requirements. AI can be used for non-emergency, administrative calls. Testing and implementation of AI for call taking and 911 has already begun in several states.
- The SNC hosted a PSAP Cyber Workshop with 83 attendees.
- The 2024 911 Emerging Technology Forum was a success with 24 vendors and 210 attendees.

LEGISLATIVE ACTION SUBCOMMITTEE

The Legislative Action Subcommittee is responsible for reviewing and addressing issues related to Michigan's 911 law, P.A. 32 of 1986. The LAS identifies current and emerging challenges that impact the delivery of 911 services and evaluates potential legislative responses to improve system effectiveness and reliability. The subcommittee develops and submits recommendations to the SNC for legislative amendments or new provisions. To support its work, LAS may form specialized work groups to examine technically complex or narrowly focused topics that require subject matter expertise.

2024 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
- Mr. Steven Berenbaum, SNC, AT&T
- Mr. Bryce Tracy, Mackinac County 911
- Mr. Scott Temple, INdigital
- Mr. Jeremy Ludwig, Allegan County Central Dispatch
- Mr. Chris Izworski, Saginaw County Central Dispatch
- Mr. Jason Wolford, Muskegon County Central Dispatch

In 2024, LAS met on October 15. A summary of discussion topics for that date follows. A complete listing of the LAS meeting minutes may be found on the SNC website.

October 15

- A letter will be created and submitted to the SNC at the December meeting outlining concerns with HB 5954/5990. Any movement may be dependent on the election results.
- The LAS discussed the Earned Sick Time Act. The subcommittee will submit a document to the SNC, outlining potential negative impacts to public safety agencies. A special meeting may need to be scheduled before the December SNC meeting to review.

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, 2024, total \$41.8 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** are 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 services. 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, 2024, a balance of \$17.1 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 46th training fund payment of \$1,160,597 was made in November 2024 (this was the second disbursement of the 2024 training funds) and was distributed to 110 PSAPs. The next payment should occur in the spring of 2025.

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

911 REVENUES AND DISBURSEMENTS (JANUARY-DECEMBER 2024)

Fund	Revenues	Disbursements
CMRS	14,953,046.04	16,451,047.14
County	9,372,692.23	9,724,099.00
County/POP	14,059,165.75	14,585,524.00
Training ⁽¹⁾	2,068,786.16	2,062,963.00
MSP	0.00	0.00
MSP 911/ETSC Admin ⁽²⁾	877,036.00	884,675.59
MSP 911/Disp. Ctr ⁽²⁾	539,161.45	543,857.42
Treasury Admin	0.00	0.00
Totals	41,869,887.63	44,252,166.15

⁽¹⁾ Disbursements include repayments from prior periods.

⁽²⁾ Revenues reflect actual amounts received in FY2024 and do not include October and November 2024 accruals.

EQUAL AND PER CAPITA (JANUARY-DECEMBER 2024)

County	Net Payment
Alcona	\$131,867
Alger	129,950
Allegan	291,555
Alpena	158,991
Antrim	151,065
Arenac	138,865
Baraga	128,960
Barry	207,498
Bay	267,464
Benzie	143,161
Berrien	340,494
Branch	182,082
Calhoun	311,540
Cass	191,817
Charlevoix	154,861
Cheboygan	154,174
Chippewa	170,393
Clare	161,811
Clinton	231,675
Crawford	135,951
Delta	170,563
Dickinson	154,706
Eaton	275,163
Emmet	166,524
Genesee	705,062
Gladwin	153,894
Gogebic	137,965
Grand Traverse	254,991
Gratiot	177,594
Hillsdale	183,361
Houghton	171,225
Huron	162,609
Ingham	529,489
Ionia	213,838
Iosco	153,679
Iron	133,987
Isabella	210,351
Jackson	349,250
Kalamazoo	495,868
Kalkaska	143,115
Kent	1,069,439
Keweenaw	120,114

County	Net Payment
Lake	\$134,659
Lapeer	245,411
Leelanau	149,429
Lenawee	261,048
Livingston	397,735
Luce	124,880
Mackinac	132,833
Macomb	1,392,539
Manistee	153,381
Marquette	212,699
Mason	159,200
Mecosta	174,631
Menominee	151,168
Midland	237,994
Missaukee	138,938
Monroe	341,209
Montcalm	213,564
Montmorency	130,400
Muskegon	371,623
Newaygo	189,487
Oakland	1,961,584
Oceana	155,737
Ogemaw	147,213
Ontonagon	125,571
Osceola	150,283
Oscoda	129,049
Otsego	153,467
Ottawa	545,843
Presque Isle	135,942
Roscommon	151,106
Saginaw	392,320
St. Clair	349,275
St. Joseph	205,351
Sanilac	175,929
Schoolcraft	128,799
Shiawassee	215,705
Tuscola	194,328
Van Buren	226,550
Washtenaw	655,922
Wayne	2,712,973
Wexford	165,887
Total	\$24,308,623

CALL VOLUME BREAKDOWN BY COUNTY

Appendix A

County	PSAP	911 Wireline Received	911 Wireless Received	VoIP Calls Received	Text-to-911	Text-from-911	Administrative Calls
Alcona	Alcona County Central Dispatch	327	3,501	398	51	22	24,115
Alger	Alger County Sheriff Department	802	1,993	61	35	202	28,703
Allegan	Allegan County Central Dispatch	1,574	32,632	2,470	521	559	84,137
Alpena	Alpena County E911/Central Dispatch	552	7,409	1,514	110	300	27,673
Antrim	Antrim County Central Dispatch	344	8,427	780	54	872	5,570
Arenac	Arenac County Central Dispatch	13,454	5,374	258	39	681	13,454
Baraga**	Michigan State Police - Negaunee Regional Communication Center (MSP-NRCC)	498	2,382	34	**	**	**
Barry	Barry County Central Dispatch	1,853	13,652	768	231	887	35,712
Bay	Bay County Central Dispatch	3,186	60,244	7,207	475	457	103,556
Benzie	Benzie County Central Dispatch	270	5,046	505	66	248	22,780
Berrien	Berrien County Public Safety Communication Center	2,235	63,923	5,427	238	6,622	94,475
	Niles Police Department	70	3,092	274	124	100	32,729
Branch	Branch County Central Dispatch	1,460	19,395	1,384	42	120	49,620
Calhoun	Calhoun County Consolidated Dispatch Authority	5,933	87,726	7,031	1,382	2,800	92,278
Cass	Cass County Sheriff's Office	694	15,157	1,265	559	1,022	52,551
Charlevoix	Charlevoix, Cheboygan and Emmet Central Dispatch	2,498	47,453	5,959	240	2,262	28,923
Chippewa*	Chippewa County Central Dispatch	832	14,576	2,057	581	4,048	55,082
Clare	Clare County Central Dispatch	458	12,339	806	105	812	22,787
Clinton	Clinton County Central Dispatch	2,509	29,198	2,077	68	1,545	36,745
Crawford***	Michigan State Police - Gaylord Regional Communication Center (MSP-GRCC)	424	5,672	472	***	***	***
Delta	Delta County Central Dispatch	415	8,500	1,904	195	747	28,065
Dickinson	Dickinson County Central Dispatch	298	5,449	1,233	116	749	47,203
Eaton	Eaton County Central Dispatch	2,019	38,082	4,126	344	1,794	70,205
Genesee	Fenton Police Department	379	5,160	534	132	538	24,535
	Genesee County 9-1-1 Authority	8,350	302,546	26,954	6,271	2,289	76,280
Gladwin	Gladwin County Central Dispatch	584	6,666	937	N/A	N/A	49,355
Gogebic**	MSP-NRCC	317	3,423	695	**	**	**
Grand Traverse	Grand Traverse Central Dispatch	1,190	31,299	4,033	349	2,862	48,319
Gratiot	Gratiot County Central Dispatch	227	11,385	807	91	211	790
Hillsdale	Hillsdale County Central Dispatch	19,160	20,394	4,295	206	1,027	31,381
Houghton**	MSP-NRCC	900	7,474	1,141	**	**	**
Huron	Huron County Central Dispatch	507	10,154	611	218	6	41,129
Ingham	Ingham County 911 Central Dispatch	4,242	182,048	18,353	1,674	14,332	211,952
Ionia	Ionia County Central Dispatch	440	19,561	2,145	69	89	77,655
Iosco	Iosco County Central Dispatch	304	9,052	1,629	303	190	28,733
Iron	Iron County Central Dispatch	482	4,086	491	163	230	15,339
Isabella	Central Michigan University	1,236	-	-	-	-	13,343
	Isabella County Central Dispatch	1,031	20,671	1,315	72	145	69,608
Jackson	Jackson County Central Dispatch	4,080	102,429	9,429	1,290	2,630	79,766

County	PSAP	911 Wireline Received	911 Wireless Received	VoIP Calls Received	Text-to-911	Text-from-911	Administrative Calls
Kalamazoo	Kalamazoo County Consolidated Dispatch Authority	3,714	139,122	14,976	1,850	4,168	270,046
Kalkaska	Kalkaska County Central Dispatch	294	12,990	1,471	22	45	17,738
Kent	Grand Rapids Emergency Communications Center	3,216	110,296	7,838	657	8,995	125,555
	Kent County Sheriff Department	4,169	138,836	10,456	2,264	3,984	211,079
Keweenaw**	MSP-NRCC	146	554	82	**	**	**
Lake	Lake County Central Dispatch	181	4,036	106	33	171	11,365
Lapeer	Lapeer County Central Dispatch	700	18,794	1,910	68	228	37,590
Leelanau	Leelanau County	386	5,104	687	73	472	21,403
Lenawee	Lenawee County Sheriffs Office	3,317	32,510	2,685	363	401	69,151
Livingston	Livingston County Central Dispatch	2,679	57,416	5,582	885	213	108,060
Luce*	Chippewa County Central Dispatch	676	2,214	184	*	*	*
Mackinac*	Chippewa County Central Dispatch	1,102	4,717	539	*	*	*
Macomb	Center Line Police Department	96	5,196	-	-	-	6,163
	Chesterfield Township Police Department	3,283	14,108	1,822	10	10	46,799
	Macomb County Sheriff's Office	5,533	141,069	13,516	560	10,033	173,980
	Richmond Police Department	98	1,883	N/A	N/A	N/A	62,226
	Romeo Police Department	1,579	2,804	83	N/A	N/A	13,292
	Shelby Township Police Department	748	14,306	1,793	N/A	N/A	38,995
	South East Regional Emergency Services Authority	3,102	72,024	5,715	247	N/A	95,231
	Utica Police Department	97	4,704	371	N/A	N/A	16,136
Manistee	Warren Police Department	7,479	79,337	6,334	316	N/A	53,373
	Manistee County Central Dispatch	436	8,751	1,221	53	196	10,527
Marquette**	Marquette County Central Dispatch	2,299	17,793	3,115	155	1,095	83,352
	MSP-NRCC	3,112	17,699	2,284	139	194	68,189
Mason	Mason-Oceana 911	1,371	20,796	2,356	267	1,351	33,680
Mecosta	Meceola Consolidated Central Dispatch Authority	1,159	24,015	1,727	64	422	66,500
Menominee	Menominee County 911 Central Dispatch	356	5,346	826	80	607	20,560
Midland	Midland County Central Dispatch	2,556	38,139	3,623	108	2,104	24,162
Missaukee	Missaukee County Sheriff's Office	518	4,517	324	18	1	8,535
Monroe	Monroe County Central Dispatch	1,933	57,532	5,423	757	1,363	89,951
Montcalm	Montcalm County Central Dispatch	462	14,286	1,022	211	1,380	46,250
Montmorency	Montmorency County Central Dispatch Center	523	3,647	288	14	84	8,960
Muskegon	Muskegon County Central Dispatch 9-1-1	6,532	131,046	14,644	553	2,833	128,895
Newaygo	Newaygo County 911 Central Dispatch	751	15,068	1,198	262	397	47,969

County	PSAP	911 Wireline Received	911 Wireless Received	VoIP Calls Received	Text-to-911	Text-from-911	Administrative Calls
Oakland	Berkley Department of Public Safety	116	4,703	381	33	204	21,759
	Birmingham Police Department	308	7,010	685	23	67	41,778
	Bloomfield Hills Police Department	412	2,145	281	20	62	13,627
	Bloomfield Township Police Department	624	13,822	1,696	736	526	53,855
	Farmington Hills Police Department	1,632	29,239	3,437	694	1,515	35,413
	Ferndale Police Department	201	12,138	803	18	14	24,235
	Hazel Park Police Department	136	8,269	520	115	250	16,159
	Madison Heights Police Department	1,080	16,909	1,126	78	602	25,907
	Novi Police Department	2,700	20,988	3,406	610	328	48,519
	Oak Park Department of Public Safety	776	17,115	857	94	5	23,974
	Oakland County Sheriff Office	9,583	165,630	21,056	649	137	309,083
	Rochester Police Department	131	2,522	401	81	34	20,334
	Royal Oak Police Department	1,207	17,438	2,249	51	189	48,243
	Southfield Dept. of Public Safety	4,379	55,882	5,307	1,367	69	49,150
	Troy Police Department	1,348	29,506	3,768	718	288	59,871
	Waterford Township Police Department	1,047	24,110	2,341	553	276	41,105
	West Bloomfield Police Department	821	17,277	4,236	648	518	39,142
White Lake Twp. Police Department	153	7,040	600	188	341	23,061	
Ogemaw	Ogemaw County Emergency Dispatch Authority	284	7,880	1,170	799	1,997	27,564
Ontonagon**	MSP-NRCC	542	1,326	115	**	**	**
Oscoda	Oscoda County Sheriffs Office	347	2,653	156	8	58	13,713
Otsego***	MSP-GRCC	510	10,057	1,127	126	813	52,097
Ottawa	Ottawa County Central Dispatch Authority	2,885	81,695	8,019	325	7,054	169,142
Presque Isle	Presque Isle Central Dispatch	451	3,449	551	9	23	5,203
Roscommon	Roscommon County Central Dispatch	546	9,958	1,368	138	527	13,624
Saginaw	Saginaw County Central Dispatch	4,968	109,104	11,175	1,776	8,237	69,620
Sanilac	Sanilac County Central Dispatch	379	10,572	353	45	35	128,529
Schoolcraft**	MSP-NRCC	709	2,540	217	**	**	**
Shiawassee	Shiawassee County Central Dispatch	889	22,736	2,456	45	697	46,654
St. Clair	Clay Township Police Department	89	3,210	216	41	232	46,866
	St. Clair County Central Dispatch	2,603	52,062	4,283	678	1,368	114,201
St. Joseph	St. Joseph County Central Dispatch	1,656	21,760	1,606	369	1,701	57,617
Tuscola	Tuscola County Central Dispatch	809	14,669	1,290	119	1,364	29,884
Van Buren	Van Buren County Central Dispatch	2,325	27,332	2,783	587	1,869	55,083
Washtenaw	Chelsea Police Department	58	574	770	N/A	8	6,842
	Eastern Michigan University DPS	152	123	2,017	N/A	10	14,526
	Saline Police Department (Closed 4/2/2024)	25	204	49	N/A	N/A	1,631
	University of Michigan DPSS Dispatch Operations	16,920	3,181	6,565	162	106	160,725
	Washtenaw County Sheriff's Office Metro Dispatch	4,952	140,819	12,517	396	213	113,135

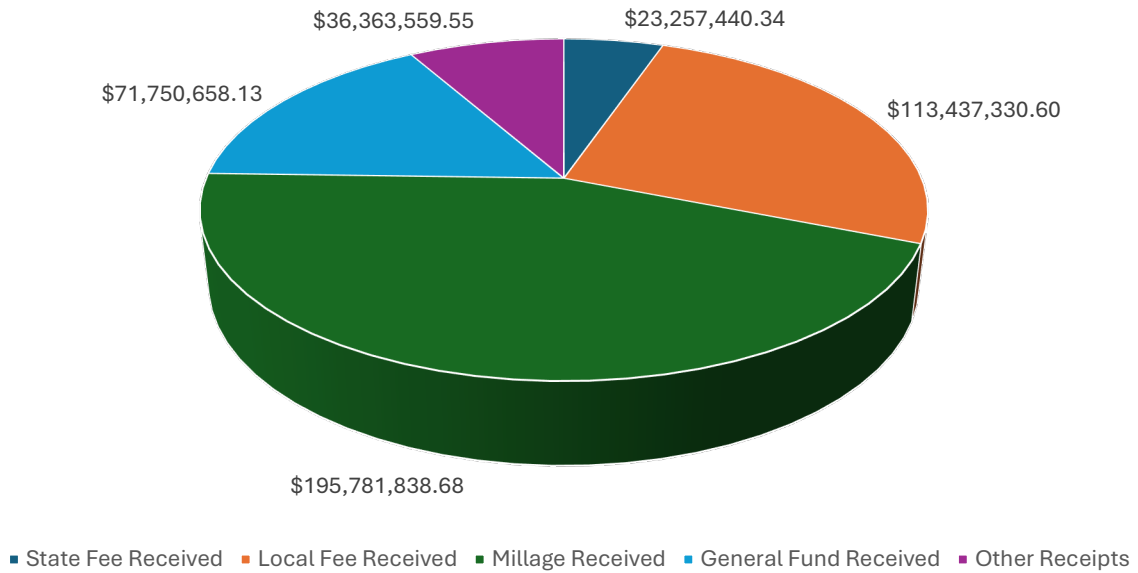
County	PSAP	911 Wireline Received	911 Wireless Received	VoIP Calls Received	Text-to-911	Text-from-911	Administrative Calls
Wayne - Conference of Eastern Wayne	Grosse Pointe Farms Department of Public Safety	103	1,834	184	5	22	14,844
	Grosse Pointe Park Department of Public Safety	682	2,719	297	3,698	176	14,094
	Grosse Pointe Woods Department of Public Safety	462	4,118	933	290	206	19,415
	Harper Woods Police Department	431	11,324	785	45	263	9,659
Wayne - Conference of Western Wayne	Canton Township Department of Public Safety	948	25,484	2,801	92	259	91,075
	Dearborn Heights Police Department	726	30,061	2,468	75	72	27,218
	Dearborn United Dispatch Center	4,253	140,759	15,698	365	102	151,929
	Huron Township Police Department	143	7,931	536	11	528	N/A
	Livonia Police Department	3,792	32,972	4,586	701	146	N/A
	Northville Township Department of Public Safety	394	7,146	1,366	14	11	22,918
	Plymouth Community Communications Center	386	11,569	888	29	271	23,972
	Redford Township Police Department	3,124	28,226	1,838	159	80	NA
	Romulus Police Department	N/A	18,760	46,495	129	N/A	46,495
	Van Buren Township Public Safety	284	15,107	902	104	N/A	29,795
	Wayne County Airport Authority	1,641	4,214	357	23	92	107,615
	Wayne - Detroit Service District	Detroit Emergency Telephone District	39,938	925,177	64,792	2,573	1,084
Hamtramck Police Department		12,786	13,991	1,020	2,573	1,084	20,879
Michigan State Police-Detroit Regional Communications Center		1,434	72,985	659	N/A	N/A	68,118
Wayne - Downriver Community Conference/Mutual Aid	Brownstown Township Police Department	609	13,648	1,183	29	656	3,960
	Downriver Central Dispatch	2,096	51,266	4,078	175	1,120	115,943
	Ecorse Police Department	467	8,180	273	6	14	742
	Flat Rock Police Department	371	3,428	220	N/A	80	965
	Gibraltar Police Department	268	1,462	175	16	36	2,856
	Grosse Ile Township Police Department	287	1,148	216	N/A	8	10,139
	Rockwood Police Department (Closed 8/5/2024)	545	524	482	20	25	131
	River Rouge Police Department	694	7,829	429	10	192	3,144
	Riverview Police Department	1,047	3,544	595	N/A	91	13,406
	Taylor Police Department	1,225	39,412	3,112	167	9	61,324
	Trenton Police Department (Closed 1/8/2024)	545	524	482	N/A	N/A	156
	Woodhaven Police Department	157	4,828	764	N/A	77	14,868
Wexford	Wexford County Central Dispatch	753	12,566	1,294	183	838	35,359
Total		296,969	4,910,909	505,157	50,095	131,230	6,716,097
* Chippewa	Chippewa County Central Dispatch	2,610	21,507	2,780	581	4,048	55,082
	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	MSP-NRCC	3,112	17,699	2,284	139	194	68,189
	MSP-NRCC dispatches for six counties in the UP. The individual county call volume is reflected in the spreadsheet above under the specific county.						
***Otsego	MSP-GRCC	3,019	39,255	3,204	194	2,358	88,842
	MSP-GRCC dispatches for two counties in LP. The individual county call volume is reflected in the spreadsheet above under the specific county.						

COUNTY FINANCIAL INFORMATION
Appendix B

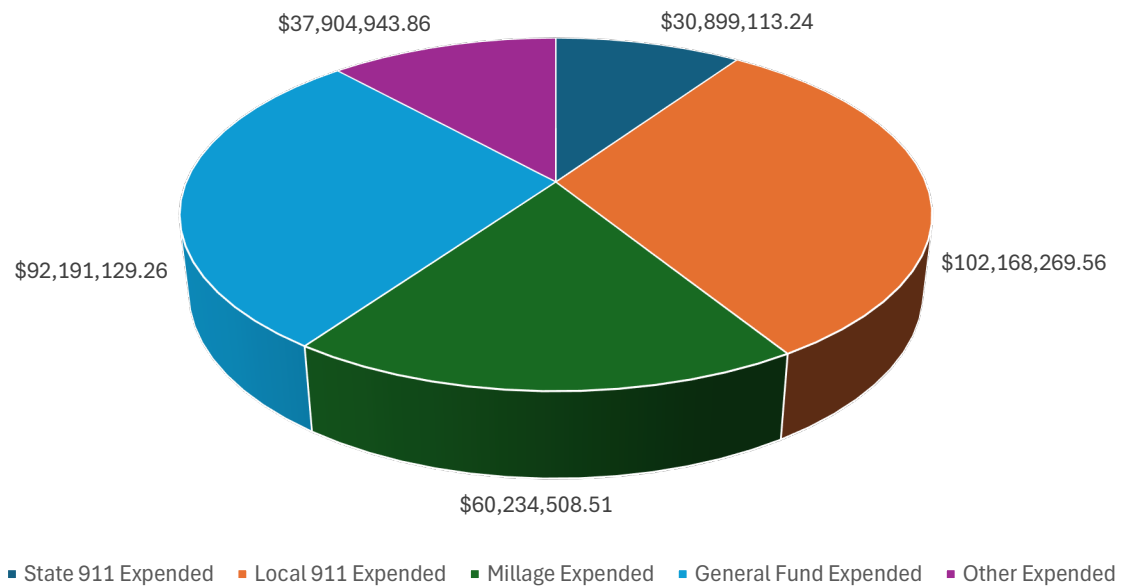
County	State Fee Received	Local Fee Received	Millage Received	General Fund Received	Other Receipts	State 911 Expended	Local 911 Expended	Millage Expended	General Fund Expended	Other Expended	Total Expenses
Alcona	\$ 130,828.00	\$ 475,545.73	\$ 221,478.42	\$ -	\$ 36,227.20	\$ 130,828.00	\$ 475,545.73	\$ 221,478.42	\$ -	\$ 36,227.20	\$ 864,079.35
Alger	\$ 133,350.00	\$ 50,401.06	\$ 489,304.58	\$ -	\$ 24,785.86	\$ 133,350.00	\$ 50,401.06	\$ 387,185.07	\$ -	\$ -	\$ 570,936.13
Allegan	\$ 281,014.00	\$ 3,797,022.12	\$ -	\$ -	\$ 95,341.38	\$ 281,014.00	\$ 3,064,566.98	\$ -	\$ -	\$ 95,341.38	\$ 3,440,922.36
Alpena	\$ 158,986.00	\$ 975,473.00	\$ -	\$ -	\$ 93,105.00	\$ 158,986.00	\$ 975,473.00	\$ -	\$ -	\$ 104.89	\$ 1,239,345.00
Antrim	\$ 145,600.00	\$ -	\$ 1,198,231.47	\$ -	\$ 111,002.07	\$ 317,115.25	\$ -	\$ 1,350,335.09	\$ -	\$ -	\$ 1,667,450.34
Arenac	\$ 133,842.00	\$ 57,974.02	\$ 910,685.51	\$ -	\$ 17,361.53	\$ 133,842.00	\$ 57,974.02	\$ 537,592.64	\$ -	\$ 7,168.46	\$ 736,577.12
Baraga	\$ 128,960.00	\$ 32,662.00	\$ -	\$ -	\$ 23,550.00	\$ 128,960.00	\$ 32,662.00	\$ -	\$ -	\$ -	\$ 185,172.00
Barry	\$ 207,498.00	\$ -	\$ 2,631,412.32	\$ -	\$ 2,616.95	\$ 165,661.02	\$ -	\$ 2,310,380.67	\$ -	\$ 3,940,406.90	\$ 6,416,448.59
Bay	\$ 278,195.00	\$ -	\$ 3,593,445.74	\$ -	\$ 160,954.84	\$ 278,195.00	\$ -	\$ 2,493,241.57	\$ -	\$ 160,954.84	\$ 2,932,391.41
Benzie	\$ 145,019.02	\$ 642,670.00	\$ -	\$ 22,009.00	\$ -	\$ 145,019.02	\$ 642,670.00	\$ -	\$ 22,009.00	\$ -	\$ 878,966.38
Berrien	\$ 340,494.00	\$ 700,195.57	\$ 4,370,987.86	\$ -	\$ 281,926.07	\$ 340,494.00	\$ 93,864.91	\$ 4,370,987.86	\$ -	\$ 281,926.07	\$ 5,087,272.84
Branch	\$ 182,082.00	\$ 1,070,287.89	\$ 1,795,167.67	\$ 6,333.66	\$ -	\$ -	\$ -	\$ -	\$ 2,928,326.04	\$ -	\$ 2,928,326.04
Calhoun	\$ 300,276.00	\$ 810,275.00	\$ 4,186,132.00	\$ -	\$ 918,396.00	\$ 300,276.00	\$ 810,275.00	\$ 4,186,132.00	\$ -	\$ 918,396.00	\$ 7,077,816.00
Cass	\$ 191,817.00	\$ 731,468.00	\$ 552,816.00	\$ -	\$ 243,239.00	\$ 191,817.00	\$ 731,468.00	\$ 534,945.00	\$ -	\$ 225,368.00	\$ 1,701,469.00
Charlevoix, Cheboygan and Emmett Central Dispatch	\$ 413,293.00	\$ 628,653.28	\$ -	\$ 1,562,291.65	\$ 144,757.65	\$ 413,293.00	\$ 628,653.28	\$ -	\$ 2,604,884.56	\$ -	\$ 3,646,830.84
Chippewa	\$ 164,230.00	\$ 843,533.75	\$ -	\$ 23,154.89	\$ 241,658.29	\$ 164,230.00	\$ 843,533.75	\$ -	\$ 23,154.89	\$ 241,658.29	\$ 1,272,835.22
Clare	\$ 161,811.00	\$ 552,650.59	\$ 456,698.06	\$ -	\$ 27,006.70	\$ 161,811.00	\$ 552,650.59	\$ 408,232.35	\$ -	\$ 27,006.70	\$ 1,149,700.64
Clinton	\$ 223,298.00	\$ 1,535,366.00	\$ 2,977,151.00	\$ -	\$ 521,721.00	\$ 223,298.00	\$ 854,000.00	\$ 2,249,988.00	\$ -	\$ -	\$ 3,327,286.00
Crawford	\$ 135,951.00	\$ 356,157.24	\$ -	\$ 60,000.00	\$ 105.00	\$ 135,951.00	\$ 356,157.24	\$ -	\$ -	\$ -	\$ 650,758.81
Delta	\$ 170,152.00	\$ 160,295.50	\$ 1,077,318.85	\$ -	\$ 6,973.72	\$ 43,152.00	\$ 160,295.50	\$ 732,267.00	\$ -	\$ -	\$ 935,714.50
Dickinson	\$ 193,846.00	\$ 254,318.90	\$ 499,465.53	\$ -	\$ -	\$ 193,846.00	\$ 254,318.90	\$ 499,465.53	\$ -	\$ 226,045.10	\$ 1,173,675.53
Eaton	\$ 301,008.00	\$ 2,011,240.09	\$ 4,147,757.33	\$ -	\$ 115,803.47	\$ 301,008.00	\$ 1,853,249.99	\$ 4,052,016.51	\$ -	\$ 115,803.47	\$ 6,322,077.97
Genesee	\$ 675,575.71	\$ 8,129,079.85	\$ -	\$ 260,000.00	\$ 173,276.91	\$ 675,575.71	\$ 8,129,079.85	\$ -	\$ 223,038.04	\$ 184,429.91	\$ 9,212,115.51
Gladwin	\$ 153,894.00	\$ 137,011.21	\$ 1,207,116.53	\$ -	\$ 22,496.56	\$ 156,609.60	\$ 91,546.18	\$ 1,044,067.89	\$ -	\$ -	\$ 1,292,223.67
Gogetic	\$ 137,965.00	\$ 378,635.13	\$ -	\$ -	\$ 34,139.49	\$ 137,965.00	\$ 378,635.13	\$ -	\$ -	\$ 105,521.31	\$ 622,121.44
Grand Traverse	\$ 226,502.00	\$ 2,990,019.86	\$ -	\$ -	\$ 47,983.79	\$ 226,502.00	\$ 2,147,820.72	\$ -	\$ -	\$ 47,983.79	\$ 2,422,306.51
Gratiot	\$ 171,171.00	\$ 1,192,221.22	\$ 27,296.00	\$ -	\$ -	\$ 171,171.00	\$ 1,192,221.22	\$ -	\$ -	\$ -	\$ 1,170,997.30
Hillsdale	\$ 183,361.00	\$ 1,037,355.00	\$ -	\$ -	\$ 66,294.00	\$ 183,361.00	\$ 958,868.00	\$ -	\$ -	\$ 66,293.00	\$ 1,208,522.00
Houghton	\$ 165,032.00	\$ 404,703.77	\$ -	\$ -	\$ 6,475.40	\$ 543,105.40	\$ -	\$ -	\$ -	\$ -	\$ 543,105.40
Huron	\$ 156,727.00	\$ 735,842.21	\$ 939,627.88	\$ -	\$ 17,246.04	\$ 156,727.00	\$ 735,842.21	\$ 270,113.08	\$ -	\$ -	\$ 1,162,682.29
Ingham	\$ 529,489.00	\$ 5,248,164.89	\$ 7,926,351.56	\$ -	\$ 538,317.61	\$ 529,489.00	\$ 5,248,164.89	\$ 6,162,413.52	\$ -	\$ 538,317.61	\$ 12,478,385.02
Ionia	\$ 206,106.00	\$ 1,760,307.00	\$ -	\$ -	\$ 286,135.00	\$ 206,106.00	\$ 1,760,307.00	\$ -	\$ -	\$ 24,520.00	\$ 2,154,013.41
Iosco	\$ 122,937.05	\$ 43,893.43	\$ 927,312.75	\$ -	\$ 22,990.91	\$ 120,000.00	\$ 43,493.43	\$ 923,471.57	\$ -	\$ -	\$ 1,087,365.00
Iron	\$ 129,139.00	\$ -	\$ 650,706.25	\$ 40,000.00	\$ 4,858.94	\$ 129,139.00	\$ -	\$ 548,352.85	\$ -	\$ -	\$ 677,491.85
Isabella	\$ 245,309.00	\$ 2,076,024.33	\$ -	\$ 524,953.21	\$ 274,784.38	\$ 245,309.00	\$ 1,314,668.70	\$ -	\$ 524,953.21	\$ -	\$ 2,084,763.47
Jackson	\$ 349,250.00	\$ 2,541,638.71	\$ -	\$ 486,799.00	\$ 69,275.86	\$ 349,250.00	\$ 2,541,638.71	\$ -	\$ 324,080.26	\$ 69,275.86	\$ 3,284,244.83
Kalamazoo	\$ 477,944.00	\$ 1,205,945.68	\$ 7,603,815.10	\$ -	\$ 990,681.35	\$ 477,944.00	\$ 1,205,945.68	\$ 4,879,682.41	\$ -	\$ 990,681.35	\$ 7,554,253.44
Kalkaska	\$ 137,938.00	\$ 457,995.79	\$ 513,694.92	\$ -	\$ 587.29	\$ 137,938.00	\$ 457,995.79	\$ 401,365.69	\$ -	\$ 67,400.68	\$ 1,064,700.16
Kent	\$ 1,069,439.00	\$ 8,090,931.00	\$ -	\$ 1,738,147.00	\$ 2,938,603.00	\$ 1,069,439.00	\$ 8,090,931.00	\$ -	\$ 1,739,947.00	\$ 2,938,603.00	\$ 13,838,920.00
Keweenaw	\$ 115,768.00	\$ -	\$ -	\$ -	\$ 15,430.50	\$ 235,848.60	\$ -	\$ -	\$ -	\$ -	\$ 235,848.60

County	State Fee Received	Local Fee Received	Millage Received	General Fund Received	Other Receipts	State 911 Expended	Local 911 Expended	Millage Expended	General Fund Expended	Other Expended	Total Expenses
Lake	\$ 145,994.00	\$ -	\$ 123,173,273.00	\$ -	\$ -	\$ 262,954.27		\$ 1,318,594.10			\$ 1,581,548.37
Lapeer	\$ 255,806.00	\$ 2,393,816.00	\$ -	\$ -	\$ 53,962.00	\$ 255,806.00	\$ 2,087,944.00	\$ -	\$ -	\$ 12,712.00	\$ 2,356,462.00
Leelanau	\$ 144,024.00	\$ 122,149.33	\$ -	\$ 1,046,522.00	\$ 199,189.50	\$ 144,024.00	\$ 122,149.33	\$ -	\$ 1,046,522.00	\$ 199,189.50	\$ 1,511,844.83
Lenawee	\$ 261,048.00	\$ 3,008,411.99	\$ -	\$ -	\$ 118,842.05	\$ 261,048.00	\$ 3,008,411.99	\$ -	\$ -	\$ 226,504.53	\$ 3,495,964.52
Livingston	\$ 383,357.00	\$ 4,519,363.05	\$ -	\$ -	\$ 164,554.81	\$ 281,339.44	\$ 4,560,471.33	\$ -	\$ -	\$ -	\$ 4,841,810.77
Luce	\$ 124,560.00	\$ 61,693.00	\$ -	\$ -	\$ 20,477.26	\$ 124,560.00	\$ 61,693.00	\$ -	\$ -	\$ 57,012.36	\$ 243,265.36
Mackinac	\$ 131,696.00	\$ 385,815.00	\$ -	\$ -	\$ -	\$ 171,179.00	\$ 407,981.00	\$ -	\$ -	\$ -	\$ 579,160.00
Macomb	\$ 1,356,671.82	\$ 3,805,676.19	\$ -	\$ 10,494,830.82	\$ 6,470,775.12	\$ 1,352,367.68	\$ 3,805,676.19	\$ -	\$ 9,974,862.82	\$ 6,306,841.91	\$ 21,439,748.60
Manistee	\$ 160,729.00	\$ -	\$ 1,356,665.06	\$ 213,672.00	\$ 119,900.47	\$ 160,729.00	\$ -	\$ 1,356,665.06	\$ 181,913.80	\$ -	\$ 1,699,307.86
Marquette	\$ 205,007.00	\$ 276,387.00	\$ 1,509,607.00	\$ -	\$ 76,994.00	\$ 205,007.00	\$ 276,387.00	\$ 1,727,085.00	\$ -	\$ -	\$ 2,208,479.00
Mason-Oceana 911	\$ 303,546.00	\$ 1,261,537.00	\$ 532,456.00	\$ -	\$ 119,310.00	\$ 2,129,151.00	\$ -	\$ -	\$ -	\$ -	\$ 2,129,151.00
Meceola	\$ 324,914.00	\$ 1,784,801.91	\$ -	\$ -	\$ 7,700.00	\$ 324,914.00	\$ 1,784,801.91	\$ -	\$ -	\$ 7,700.00	\$ 2,117,415.91
Menominee	\$ 169,664.00	\$ 511,945.00	\$ 586,755.00	\$ -	\$ -	\$ 169,664.00	\$ 511,945.00	\$ 583,300.00	\$ -	\$ -	\$ 1,264,909.00
Midland	\$ 229,389.00	\$ -	\$ 2,677,446.00	\$ -	\$ 587,796.00	\$ 229,389.00	\$ -	\$ 2,556,345.00	\$ -	\$ 587,796.00	\$ 3,373,530.00
Missaukee	\$ 138,938.00	\$ 445,685.37	\$ -	\$ -	\$ 17,923.78	\$ 138,938.00	\$ 501,993.42	\$ -	\$ -	\$ -	\$ 640,931.42
Monroe	\$ 328,873.00	\$ 3,669,039.29	\$ -	\$ -	\$ -	\$ 328,873.00	\$ 3,875,295.00	\$ -	\$ -	\$ -	\$ 4,204,168.00
Montcalm	\$ 213,564.00	\$ 1,721,184.85	\$ -	\$ -	\$ 82,482.15	\$ 213,564.00	\$ 1,634,359.50	\$ -	\$ -	\$ -	\$ 1,847,923.50
Montmorency	\$ 125,682.00	\$ 92,692.00	\$ -	\$ -	\$ 11,871.56	\$ 244,777.00	\$ 92,692.00	\$ -	\$ -	\$ 11,871.56	\$ 477,623.55
Muskegon	\$ 371,623.00	\$ 4,900,787.00	\$ 1,649,811.00	\$ 327,093.00	\$ 1,978,711.00	\$ 371,623.00	\$ 4,900,787.00	\$ 1,649,811.00	\$ 327,093.00	\$ 1,978,711.00	\$ 9,228,025.00
Newaygo	\$ 189,487.00	\$ 1,397,963.58	\$ -	\$ -	\$ 104,400.00	\$ 220,874.82	\$ 1,265,532.20	\$ -	\$ -	\$ 104,400.00	\$ 1,590,807.02
Oakland	\$ 1,961,584.00	\$ 7,449,849.43	\$ 853,491.19	\$ 28,986,815.63	\$ 6,946,232.30	\$ 1,811,285.05	\$ 6,896,816.16	\$ 853,491.19	\$ 28,166,657.63	\$ 6,583,565.96	\$ 44,311,815.99
Ogemaw	\$ 147,213.00	\$ 309,258.81	\$ 772,972.70	\$ 1,263,946.50	\$ 19,000.00	\$ 147,213.00	\$ 309,258.81	\$ 772,972.70	\$ 1,279,431.21	\$ 1,079.21	\$ 1,279,431.21
Ontonagon	\$ 125,571.00	\$ 41,242.88	\$ 166,813.88	\$ -	\$ 1,804.55	\$ 106,292.81	\$ -	\$ 106,292.81	\$ -	\$ -	\$ 106,292.81
Oscoda	\$ 124,380.00	\$ 42,297.55	\$ -	\$ 130,261.12	\$ 381,880.13	\$ 457,217.23	\$ -	\$ -	\$ 130,261.12	\$ -	\$ 587,478.35
Otsego	\$ 153,467.00	\$ 543,081.00	\$ -	\$ -	\$ 255,000.00	\$ 153,467.00	\$ 543,081.00	\$ -	\$ -	\$ 310,709.00	\$ 1,007,257.00
Ottawa	\$ 526,112.00	\$ -	\$ 6,744,669.00	\$ -	\$ 579,901.00	\$ 526,112.00	\$ -	\$ 6,035,892.00	\$ -	\$ -	\$ 6,562,004.00
Presque Isle	\$ 135,942.00	\$ 368,163.41	\$ -	\$ 50,000.00	\$ 2,645.00	\$ 135,942.00	\$ 270,951.29	\$ -	\$ 50,000.00	\$ -	\$ 455,004.29
Roscommon	\$ 152,004.74	\$ -	\$ 1,653,212.52	\$ -	\$ 130,990.30	\$ 205,877.67	\$ -	\$ 1,196,481.97	\$ -	\$ 12,571.15	\$ 1,414,930.79
Saginaw	\$ 380,415.00	\$ 5,521,743.00	\$ 1,726,204.00	\$ -	\$ 538,033.00	\$ 380,415.00	\$ 5,521,743.00	\$ 58,596.00	\$ -	\$ 143,669.00	\$ 6,104,423.00
Sanilac	\$ 176,753.00	\$ 172,896.37	\$ 367,200.00	\$ 316,144.09	\$ 14,800.00	\$ 176,753.00	\$ 172,896.37	\$ 347,977.96	\$ 316,144.09	\$ -	\$ 735,468.93
Schoolcraft	\$ 150,205.00	\$ 38,119.45	\$ -	\$ -	\$ 3,202.69	\$ 147,575.82	\$ -	\$ -	\$ -	\$ -	\$ 147,575.82
Shiawassee	\$ 215,705.00	\$ 1,958,656.06	\$ -	\$ -	\$ 16,644.31	\$ 215,705.00	\$ 1,958,656.06	\$ -	\$ -	\$ 121,296.24	\$ 2,312,301.61
St Clair	\$ 336,648.00	\$ 1,124,484.22	\$ -	\$ 1,190,887.90	\$ 16,490.87	\$ 336,648.00	\$ 1,124,484.22	\$ -	\$ 1,190,887.90	\$ 16,490.87	\$ 2,668,510.99
St. Joseph	\$ 197,925.00	\$ 252,081.00	\$ 2,304,289.00	\$ -	\$ 620,220.00	\$ -	\$ -	\$ 2,304,289.00	\$ -	\$ 1,970,820.00	\$ 4,275,109.00
Tuscola	\$ 187,300.00	\$ 1,078,095.08	\$ -	\$ -	\$ -	\$ 187,300.00	\$ 1,078,095.08	\$ -	\$ -	\$ -	\$ 1,667,780.00
Van Buren	\$ 217,793.00	\$ 2,285,333.09	\$ -	\$ -	\$ -	\$ 217,793.00	\$ 1,411,698.07	\$ -	\$ -	\$ -	\$ 1,629,491.07
Washtenaw	\$ 632,214.00	\$ 1,785,436.45	\$ -	\$ 5,072,310.97	\$ 1,483,145.00	\$ 476,613.23	\$ 1,729,099.89	\$ -	\$ 5,072,310.97	\$ 1,483,145.00	\$ 8,761,169.09
Wayne - Conference of Eastern Wayne	\$ 79,912.44	\$ 202,324.41	\$ -	\$ 1,198,137.95	\$ -	\$ 79,912.44	\$ 202,324.41	\$ -	\$ 1,198,137.95	\$ -	\$ 1,480,374.80
Wayne - Conference of Western Wayne	\$ 729,823.00	\$ 2,581,009.00	\$ -	\$ 11,044,933.00	\$ 6,449,517.00	\$ 729,823.00	\$ 2,581,009.00	\$ -	\$ 10,937,043.00	\$ 6,449,517.00	\$ 20,697,392.00
Wayne - Detroit Service District	\$ 690,164.72	\$ 2,473,235.17	\$ -	\$ -	\$ -	\$ 6,126,121.34	\$ -	\$ -	\$ 18,238,056.03	\$ -	\$ 24,364,177.37
Wayne - Downriver Community Conference											
/Mutual Aid Total	\$ 436,751.84	\$ 1,670,781.98	\$ 803,000.00	\$ 5,691,414.74	\$ 192,155.50	\$ 436,751.84	\$ 1,670,781.98	\$ 803,000.00	\$ 5,691,414.74	\$ -	\$ 8,601,948.56
Wexford	\$ 159,887.00	\$ 1,064,335.86	\$ -	\$ -	\$ 899.44	\$ 159,887.00	\$ 1,064,335.89	\$ -	\$ -	\$ 9,907.76	\$ 1,234,130.62
Totals	\$ 23,257,440.34	\$ 113,437,330.60	\$ 195,781,838.68	\$ 71,750,658.13	\$ 36,363,559.55	\$ 30,899,113.24	\$ 102,168,269.56	\$ 60,234,508.51	\$ 92,191,129.26	\$ 37,904,943.86	\$ 323,536,254.98

2024 Revenue Breakdown



2024 Expenditure Breakdown



MICHIGAN 911 COUNTY SURCHARGES

*As compiled by MPSC staff
 Rates effective July 1, 2024
 Appendix C*

Michigan 9-1-1 County Surcharges				
As Compiled by Michigan Public Service Commission Staff				
Rates Effective 7/1/2024 - Posted 6/10/2024				
For questions contact Josh McConkie at McConkieJ@Michigan.Gov				
County	Technical Charge: Recurring*	Technical Charge: Nonrecurring*	County Charge**	Total
Alcona	\$0.65	\$0.04	\$3.00	\$3.69
Alger	\$0.65	\$0.04	\$0.42	\$1.11
Allegan	\$0.65	\$0.04	\$3.00	\$3.69
Alpena	\$0.65	\$0.04	\$3.00	\$3.69
Antrim	\$0.65	\$0.04	\$ -	\$0.69
Arenac	\$0.65	\$0.04	\$0.42	\$1.11
Baraga	\$0.65	\$0.04	\$0.42	\$1.11
Barry	\$0.65	\$0.04	\$ -	\$0.69
Bay	\$0.65	\$0.04	\$ -	\$0.69
Benzie	\$0.65	\$0.04	\$3.00	\$3.69
Berrien	\$0.65	\$0.04	\$0.42	\$1.11
Branch	\$0.65	\$0.04	\$2.94	\$3.63
Calhoun	\$0.65	\$0.04	\$0.60	\$1.29
Cass	\$0.65	\$0.04	\$1.39	\$2.08
Charlevoix	\$0.65	\$0.04	\$0.61	\$1.30
Cheboygan	\$0.65	\$0.04	\$0.61	\$1.30
Chippewa	\$0.65	\$0.04	\$2.25	\$2.94
Clare	\$0.65	\$0.04	\$1.75	\$2.44
Clinton	\$0.65	\$0.04	\$1.50	\$2.19
Crawford	\$0.65	\$0.04	\$2.35	\$3.04
Delta	\$0.65	\$0.04	\$0.80	\$1.49
Dickinson	\$0.65	\$0.04	\$0.68	\$1.37
Eaton	\$0.65	\$0.04	\$1.65	\$2.34
Emmet	\$0.65	\$0.04	\$0.61	\$1.30
Genesee	\$0.65	\$0.04	\$1.86	\$2.55
Gladwin	\$0.65	\$0.04	\$0.51	\$1.20
Gogebic	\$0.65	\$0.04	\$2.50	\$3.19
Grand Traverse	\$0.65	\$0.04	\$2.50	\$3.19
Gratiot	\$0.65	\$0.04	\$3.00	\$3.69
Hillsdale	\$0.65	\$0.04	\$3.00	\$3.69
Houghton	\$0.65	\$0.04	\$1.10	\$1.79
Huron	\$0.65	\$0.04	\$2.20	\$2.89
Ingham	\$0.65	\$0.04	\$1.80	\$2.49
Ionia	\$0.65	\$0.04	\$3.00	\$3.69
Iosco	\$0.65	\$0.04	\$0.20	\$0.89
Iron	\$0.65	\$0.04	\$ -	\$0.69
Isabella	\$0.65	\$0.04	\$3.00	\$3.69
Jackson	\$0.65	\$0.04	\$1.50	\$2.19
Kalamazoo	\$0.65	\$0.04	\$0.42	\$1.11
Kalkaska	\$0.65	\$0.04	\$2.52	\$3.21
Kent	\$0.65	\$0.04	\$1.15	\$1.84
Keweenaw	\$0.65	\$0.04	\$ -	\$0.69
Lake	\$0.65	\$0.04	\$ -	\$0.69
Lapeer	\$0.65	\$0.04	\$2.29	\$2.98
Leelanau	\$0.65	\$0.04	\$0.42	\$1.11

County	Technical Charge: Recurring*	Technical Charge: Nonrecurring*	County Charge**	Total
Lenawee	\$0.65	\$0.04	\$3.00	\$3.69
Livingston	\$0.65	\$0.04	\$1.85	\$2.54
Luce	\$0.65	\$0.04	\$0.99	\$1.68
Mackinac	\$0.65	\$0.04	\$2.50	\$3.19
Macomb	\$0.65	\$0.04	\$0.42	\$1.11
Manistee	\$0.65	\$0.04	\$ -	\$0.69
Marquette	\$0.65	\$0.04	\$0.42	\$1.11
Mason	\$0.65	\$0.04	\$2.09	\$2.78
Mecosta	\$0.65	\$0.04	\$3.00	\$3.69
Menominee	\$0.65	\$0.04	\$2.12	\$2.81
Midland	\$0.65	\$0.04	\$ -	\$0.69
Missaukee	\$0.65	\$0.04	\$3.00	\$3.69
Monroe	\$0.65	\$0.04	\$2.00	\$2.69
Montcalm	\$0.65	\$0.04	\$3.00	\$3.69
Montmorency	\$0.65	\$0.04	\$3.00	\$3.69
Muskegon	\$0.65	\$0.04	\$2.75	\$3.44
Newaygo	\$0.65	\$0.04	\$3.00	\$3.69
Oakland	\$0.65	\$0.04	\$0.42	\$1.11
Oceana	\$0.65	\$0.04	\$2.09	\$2.78
Ogemaw	\$0.65	\$0.04	\$1.38	\$2.07
Ontonagon	\$0.65	\$0.04	\$0.51	\$1.20
Osceola	\$0.65	\$0.04	\$3.00	\$3.69
Oscoda	\$0.65	\$0.04	\$0.45	\$1.14
Otsego	\$0.65	\$0.04	\$1.72	\$2.41
Ottawa	\$0.65	\$0.04	\$ -	\$0.69
Presque Isle	\$0.65	\$0.04	\$2.50	\$3.19
Roscommon	\$0.65	\$0.04	\$ -	\$0.69
Saginaw	\$0.65	\$0.04	\$2.65	\$3.34
Sanilac	\$0.65	\$0.04	\$0.44	\$1.13
Schoolcraft	\$0.65	\$0.04	\$0.42	\$1.11
Shiawassee	\$0.65	\$0.04	\$2.65	\$3.34
St. Clair	\$0.65	\$0.04	\$0.60	\$1.29
St. Joseph	\$0.65	\$0.04	\$0.42	\$1.11
Tuscola	\$0.65	\$0.04	\$2.03	\$2.72
Van Buren	\$0.65	\$0.04	\$3.00	\$3.69
Washtenaw	\$0.65	\$0.04	\$0.43	\$1.12
Wayne:				
Detroit Emergency	\$0.65	\$0.04	\$0.42	\$1.11
Downriver	\$0.65	\$0.04	\$0.42	\$1.11
Wayne, Conf. East	\$0.65	\$0.04	\$0.42	\$1.11
Wayne, Conf. West	\$0.65	\$0.04	\$0.42	\$1.11
Wexford	\$0.65	\$0.04	\$3.00	\$3.69

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

Appendix D

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 6/18/16):

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, beverages, and snack expenses provided to trainees during the training.

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

DISALLOWABLE 9-1-1 SURCHARGE EXPENDITURES FOR TRAINING FUNDS

Salaries and Travel Expenses–Not Allowed

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

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

No reimbursement for PSAP personnel used as trainers in their own PSAP. Unreasonable travel 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 Dispatcher Training Subcommittee.

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

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

PSAP PAYMENT HISTORY FOR TRAINING FUNDS

Appendix E

PSAP	2020	2021	2022	2023	2024
Alcona County Central Dispatch	\$7,429	\$7,384	\$8,201	\$0	\$6,800
Alger County Sheriff Department	\$2,123	\$4,219	\$4,687	\$4,957	\$3,400
Allegan County Central Dispatch	\$22,285	\$22,151	\$25,775	\$26,025	\$21,535
Alpena County E911/Central Dispatch	\$9,550	\$9,494	\$10,545	\$11,153	\$10,202
Antrim County Central Dispatch	\$9,550	\$9,494	\$11,716	\$11,153	\$11,335
Arenac County Central Dispatch	\$0	\$0	\$0	\$0	\$6,800
Barry County Central Dispatch	\$16,979	\$17,932	\$21,088	\$21,068	\$19,269
Bay County Central Dispatch	\$26,530	\$24,261	\$25,775	\$23,546	\$20,402
Benzie County Central Dispatch	\$0	\$8,439	\$8,201	\$9,914	\$10,202
Berkley Department of Public Safety	\$4,245	\$6,329	\$9,372	\$9,914	\$9,068
Berrien County Public Safety Comm. Center	\$36,081	\$33,755	\$38,662	\$39,656	\$36,270
Birmingham Police Department	\$11,673	\$10,549	\$12,887	\$12,392	\$11,335
Bloomfield Hills Police Department	\$5,306	\$5,274	\$4,687	\$6,196	\$5,667
Bloomfield Township Police Dept.	\$13,796	\$12,658	\$15,230	\$16,111	\$15,868
Branch County Central Dispatch	\$0	\$0	\$0	\$12,392	\$0
Brownstown Township Police Dept.	\$4,245	\$4,219	\$4,687	\$4,957	\$5,667
Calhoun County Consolidated Dispatch Authority	\$33,958	\$33,755	\$37,490	\$35,939	\$32,870
Canton Township Department of Public Safety	\$18,040	\$18,987	\$19,917	\$21,068	\$19,269
Cass County Sheriff Department	\$11,673	\$11,604	\$12,887	\$13,632	\$12,468
Center Line Police Department	\$4,245	\$4,219	\$4,687	\$4,957	\$4,534
Central Michigan University	\$6,367	\$5,274	\$0	\$0	\$0
Charlevoix, Cheboygan & Emmet Central Dispatch	\$16,979	\$17,932	\$0	\$18,589	\$17,002
Chelsea Police Department	\$4,245	\$4,219	\$0	\$0	\$0
Chesterfield Township Police Dept.	\$8,490	\$8,439	\$10,545	\$11,153	\$9,068
Chippewa County Central Dispatch	\$13,796	\$12,658	\$15,230	\$13,632	\$12,468
Clare County Central Dispatch	\$10,612	\$10,549	\$10,545	\$12,392	\$11,335
Clay Township Police Department	\$5,306	\$5,274	\$5,858	\$4,957	\$5,667
Clinton County Central Dispatch	\$14,856	\$14,768	\$16,402	\$18,589	\$15,868
Crawford Emergency Central Dispatch	\$6,367	\$6,329	\$7,029	\$2,636	\$0
Dearborn Heights Police Department	\$0	\$0	\$10,545	\$0	\$6,800
Dearborn United Dispatch Center	\$32,897	\$36,919	\$42,176	\$40,896	\$37,404
Delta County Central Dispatch	\$9,550	\$10,549	\$0	\$13,632	\$11,335
Detroit Emergency Telephone District	\$157,057	\$95,990	\$147,617	\$136,319	\$116,746
Dickinson County Central Dispatch	\$9,550	\$10,549	\$0	\$11,153	\$10,202
Downriver Central Dispatch	\$12,735	\$11,604	\$0	\$0	\$0
Eastern Michigan University DPS	\$8,490	\$8,439	\$9,372	\$9,914	\$9,068

PSAP	2020	2021	2022	2023	2024
Eaton County Central Dispatch	\$22,285	\$22,151	\$23,431	\$26,025	\$24,937
Farmington Hills Police Department	\$18,040	\$17,932	\$21,088	\$23,546	\$20,402
Fenton Police Department	\$5,306	\$5,274	\$5,858	\$6,196	\$5,667
Ferndale Police Department	\$6,367	\$5,274	\$8,201	\$9,914	\$9,068
Genesee County 911 Authority	\$58,366	\$61,180	\$64,436	\$68,160	\$63,474
Gibraltar Police Department	\$4,245	\$0	\$0	\$4,957	\$5,667
Gladwin County Central Dispatch	\$11,673	\$11,604	\$11,716	\$12,392	\$11,335
Grand Rapids Police Department	\$43,510	\$39,029	\$44,519	\$49,571	\$48,739
Grand Traverse Central Dispatch	\$21,224	\$21,096	\$23,431	\$22,307	\$19,269
Gratiot County Central Dispatch	\$10,612	\$11,604	\$12,887	\$12,392	\$12,468
Grosse Ile Township Police Dept.	\$5,306	\$5,274	\$5,858	\$6,196	\$5,667
Grosse Pointe Farms DPS	\$5,306	\$5,274	\$5,858	\$7,435	\$6,800
Grosse Pointe Park DPS	\$4,245	\$4,219	\$4,687	\$4,957	\$4,534
Grosse Pointe Woods Dept. of Public Safety	\$4,245	\$4,219	\$4,687	\$4,957	\$4,534
Hamtramck Police Department	\$5,306	\$0	\$5,858	\$8,675	\$5,667
Hazel Park Police Department	\$3,183	\$0	\$3,515	\$0	\$0
Hillsdale County Central Dispatch	\$14,856	\$13,713	\$15,230	\$16,111	\$12,468
Huron County Central Dispatch	\$12,735	\$11,244	\$12,887	\$13,632	\$12,468
Huron Township PD	\$7,429	\$7,384	\$7,029	\$8,675	\$0
Ingham County 911 Central Dispatch	\$58,366	\$56,961	\$0	\$0	\$63,474
Ionia County Central Dispatch	\$14,856	\$14,768	\$15,230	\$18,589	\$17,002
Iosco County Central Dispatch	\$11,673	\$10,549	\$0	\$0	\$0
Iron County Central Dispatch	\$11,673	\$10,549	\$11,716	\$11,153	\$10,202
Isabella County Central Dispatch	\$13,796	\$12,658	\$14,059	\$14,871	\$14,735
Jackson County Central Dispatch	\$24,408	\$23,206	\$23,431	\$26,025	\$24,937
Kalamazoo County Consolidated Dispatch Auth.	\$44,570	\$46,413	\$53,892	\$55,767	\$53,272
Kalkaska County Central Dispatch	\$6,367	\$6,329	\$7,029	\$6,196	\$5,667
Kent County Sheriff Dept.	\$62,610	\$62,235	\$72,638	\$76,834	\$70,274
Lake County Central Dispatch	\$9,550	\$11,604	\$11,716	\$12,392	\$11,335
Lapeer County Central Dispatch	\$18,040	\$18,987	\$21,088	\$21,068	\$19,269
Leelanau County	\$11,673	\$11,604	\$14,059	\$13,632	\$10,202
Lenawee County Sheriff's Office	\$19,102	\$18,987	\$21,088	\$21,068	\$21,535
Livingston County Central Dispatch	\$30,775	\$35,865	\$37,490	\$0	\$29,470
Livonia Police Department	\$11,673	\$10,549	\$12,887	\$16,111	\$13,602
Macomb County Sheriff's Office	\$60,489	\$62,235	\$70,294	\$75,595	\$72,541
Madison Heights Police Department	\$8,500	\$8,439	\$0	\$0	\$0
Manistee County Central Dispatch	\$9,550	\$10,549	\$12,887	\$13,632	\$12,468
Marquette County Central Dispatch	\$13,796	\$13,713	\$14,059	\$16,111	\$0
Mason/Oceana 911	\$16,979	\$16,878	\$19,917	\$19,829	\$19,269
Meceola Consolidated Central Dispatch Auth.	\$16,979	\$15,823	\$18,745	\$18,589	\$15,868

PSAP	2020	2021	2022	2023	2024
Menominee County 911 Central Dispatch	\$10,612	\$10,549	\$10,545	\$9,914	\$11,335
MSP - 2nd District Regional	\$29,714	\$29,535	\$32,804	\$32,221	\$26,070
MSP - Gaylord	\$21,223	\$23,206	\$24,603	\$27,264	\$23,802
MSP - Negaunee Reg. Disp.	\$24,408	\$23,206	\$0	\$24,786	\$0
Midland County Central Dispatch	\$16,979	\$15,823	\$17,574	\$0	\$18,135
Milan Police Department	\$4,245	\$4,219	\$1,938	\$0	\$0
Missaukee County Sheriff's Office	\$5,306	\$5,274	\$5,858	\$7,435	\$6,800
Monroe County Central Dispatch	\$23,346	\$22,151	\$23,431	\$24,786	\$24,937
Montcalm County Central Dispatch	\$18,040	\$17,932	\$19,917	\$21,068	\$19,269
Montmorency County Central Dispatch	\$0	\$5,274	\$0	\$6,196	\$0
Muskegon County Central Dispatch 911	\$31,836	\$33,755	\$39,834	\$42,135	\$43,072
Newaygo County 911 Central Dispatch	\$11,673	\$12,658	\$12,887	\$14,871	\$13,602
Niles Police Department	\$7,429	\$7,384	\$0	\$0	\$0
Northville Township Dept. of Public Safety	\$10,612	\$10,549	\$11,716	\$0	\$13,602
Novi Police Department	\$12,735	\$15,823	\$17,574	\$16,111	\$14,735
Oak Park Department of Public Safety	\$6,367	\$6,329	\$7,029	\$7,435	\$9,068
Oakland County Sheriff Office	\$75,345	\$71,729	\$79,667	\$90,467	\$88,409
Ogemaw County Emergency Dispatch Auth.	\$11,673	\$10,549	\$12,887	\$12,392	\$12,468
Oscoda County Sheriff Department	\$4,245	\$4,219	\$4,687	\$0	\$0
Ottawa County Central Dispatch Auth.	\$37,142	\$39,029	\$42,176	\$42,135	\$36,270
Plymouth Community Comm. Center	\$11,673	\$12,658	\$14,059	\$14,871	\$13,602
Presque Isle Central Dispatch	\$4,245	\$0	\$4,687	\$4,957	\$4,534
Redford Township Police Dept.	\$4,245	\$4,219	\$4,687	\$4,957	\$4,534
Richmond Police Department	\$5,306	\$5,274	\$5,858	\$6,196	\$4,534
River Rouge Police Department	\$3,183	\$0	\$0	\$0	\$0
Riverview Police Department	\$0	\$0	\$0	\$2,478	\$0
Rochester Police Department	\$5,306	\$5,274	\$0	\$6,196	\$4,534
Rockwood Police Department	\$4,245	\$4,219	\$4,687	\$4,957	\$1,980
Romeo Police Department	\$4,245	\$4,219	\$4,687	\$4,957	\$4,534
Romulus Police Department	\$5,306	\$6,329	\$7,029	\$6,196	\$7,934
Roscommon County Central Dispatch	\$12,735	\$12,658	\$12,887	\$14,871	\$12,468
Royal Oak Police Department	\$13,796	\$13,713	\$16,402	\$16,111	\$14,735
Saginaw County Central Dispatch	\$33,958	\$31,645	\$0	\$0	\$31,737
Saline Police Department	\$4,245	\$3,165	\$4,687	\$4,957	\$0
Sanilac County Central Dispatch	\$10,612	\$10,549	\$11,716	\$12,392	\$11,335
Shelby Township Police Dept.	\$11,673	\$11,604	\$0	\$14,871	\$12,468
Shiawassee County Central Dispatch	\$11,673	\$10,549	\$0	\$0	\$0
South East Regional Emergency Services Auth.	\$27,591	\$28,480	\$29,289	\$28,503	\$26,070
Southfield Dept. of Public Safety	\$18,040	\$17,932	\$19,917	\$16,111	\$14,735
St. Clair County Central Dispatch	\$21,224	\$24,261	\$0	\$0	\$22,669

PSAP	2020	2021	2022	2023	2024
St. Joseph County Central Dispatch	\$16,979	\$15,823	\$16,402	\$18,589	\$19,269
Taylor Police Department	\$10,612	\$9,494	\$11,716	\$11,153	\$10,202
Trenton Police Department	\$4,245	\$4,219	\$0	\$0	
Troy Police Department	\$19,102	\$18,987	\$22,260	\$22,307	\$20,402
Tuscola County Central Dispatch	\$13,796	\$11,604	\$14,059	\$14,871	\$0
University of Michigan DPSS Dispatch	\$0	\$24,261	\$24,603	\$23,546	\$19,269
Utica Police Department	\$0	\$0	\$0	\$4,957	\$4,534
Van Buren County Central Dispatch	\$14,856	\$14,768	\$17,574	\$17,350	\$14,735
Van Buren Township Public Safety	\$10,612	\$10,549	\$11,716	\$12,392	\$11,335
Warren Police Department	\$23,346	\$22,151	\$21,088	\$19,829	\$21,535
Washtenaw Co. Sheriff's Office Metro Dispatch	\$36,081	\$36,919	\$41,005	\$38,417	\$36,270
Waterford Township Police Department	\$11,673	\$12,658	\$14,059	\$14,871	\$11,335
Wayne County Airport Authority	\$22,285	\$20,042	\$25,775	\$28,503	\$26,070
West Bloomfield Police Department	\$12,735	\$12,658	\$15,230	\$12,392	\$12,468
Wexford County Central Dispatch	\$9,550	\$9,494	\$10,545	\$11,153	\$10,202
White Lake Twp. Police Department	\$6,367	\$6,329	\$5,858	\$7,435	\$6,800
Totals	\$2,083,139	\$2,035,484	\$2,042,823	\$2,123,014	\$2,062,613

ALLOWABLE/DISALLOWABLE USAGE OF 911 SURCHARGE FUNDS

Appendix F

**BY WAY OF EXAMPLE, BUT NOT LIMITATION, THE FOLLOWING EXPENDITURES ARE ALLOWABLE OR DISALLOWABLE (as approved by the State 911 Committee October 6, 2023)
Effective date January 15, 2024**

All items listed as allowable or disallowable are subject to the requirements in [47CFR 9.23](#).

ALLOWABLE 9-1-1 SURCHARGE FUNDS 9-1-1 SURCHARGE EXPENDITURES

Personnel Costs directly attributable to the delivery of 9-1-1 service (i.e., directors, supervisors, dispatchers, call-takers, technical staff, support staff):

Salaries MSAG Coordination Uniforms
Fringe Benefits Addressing/Database EAP
Employee Recognition

Note: If 9-1-1 staff serves dual functions (i.e., a director who is also in charge of Emergency Management, a dispatcher who is also a police officer, IT technical support who is also non-911 technical support) then only those portions of personnel costs attributable to their 9-1-1 functions are allowable.

Facility Costs of the dispatch center directly attributable to the delivery of 9-1-1 service:

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

Note: If a shared facility, only those portions of facility costs attributable to the 9-1-1 functions are allowable.

Training and Memberships directly related to 9-1-1 service:

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

THE BELOW DISALLOWABLE EXPENSES ARE MEANT TO SERVE AS EXAMPLES ONLY – PLEASE REFER TO THE STATE 9-1-1 COMMITTEE APPEALS PROCESS FOR QUESTIONS.

Personnel Costs of law enforcement, fire, and EMS responders, emergency management staff, shared support, or technical staff, except for portions of time directly functioning as 9-1-1 allowable staff.

Facility Costs of law enforcement, fire, EMS, emergency management, or other municipal facilities, except for that portion housing the 9-1-1 center or leased to the 9-1-1 center for allowable training or meeting facilities.

Capital costs and furnishing for facilities for which the primary purpose is other than 9-1-1 (i.e., a conference room used primarily for the City Council but occasionally leased/loaned to the 9-1-1 center for meetings).

Training for staff not involved directly in the delivery of 9-1-1 service, or for any staff for courses not directly attributable to 9-1-1 or dispatching services.

Memberships for staff not involved directly in the delivery of 9-1-1 service, or for associations with a primary purpose other than public safety communications (i.e., sheriff's associations, police, or fire chief associations, etc.)

**ALLOWABLE 9-1-1 SURCHARGE FUNDS
9-1-1 SURCHARGE EXPENDITURES**

Hardware, software, connectivity, and peripherals directly attributable to the delivery of 9-1-1 service:

- Customer Premise Equipment
- Remote CPE Hardware/Modems
- Computer-Aided Dispatch
- Radio system (consoles, infrastructure, field equipment)
- LEIN costs for dispatch purposes
- Paging System, pagers, and related costs
- Voice logging equipment
- Mobile Data Systems
- GIS/Mapping Systems/AVL Systems
- Alarms/Security Systems
- Connectivity for any of the above
- Maintenance and service agreements of above
- Software licensing of the above
- Associated database costs
- Technological innovations that support 9-1-1
- Quality Assurance/Quality Improvement Software

Vehicle costs (9-1-1 staff vehicle, pool car, mileage reimbursement, fuel, etc.).

- Travel for meetings, training, conferences
- Travel for MSAG verification and testing
- Travel for 9-1-1 Public Education purposes

Professional Services

Attorneys	Consultants	Insurance
Architects	Auditor	IT Support

Public Information/Education Expenses directly attributable to the delivery of 9-1-1 service.

Miscellaneous

*Emergency Telephone Service Committee 6/21/2005
State 9-1-1 Committee revised 6/23/2009
State 9-1-1 Committee revised 9/13/2023
State 9-1-1 Committee revised 10/6/2023
Effective Date 1/15/2024*

**DISALLOWED 9-1-1 SURCHARGE FUNDS
9-1-1 SURCHARGE EXPENDITURES**

Hardware, software, connectivity, and peripherals not attributable to the delivery of 9-1-1 service:

- Law Enforcement Record Management Systems
- Fire Records Management Systems
- EMS Records Management Systems
- Jail Records Management Systems
- LEIN costs for non-9-1-1 functions (e.g., Records unit)
- Word processing, databases, etc. not directly attributable to 9-1-1 service
- GIS not directly related to the delivery of 9-1-1 service
- Court Information Systems
- Connectivity for any of the above
- Maintenance and service agreements for any of the above
- Software licensing for any of the above
- Non-Emergency (N-1-1) systems

Equipment or infrastructure for law enforcement, firefighters and other public safety/first responder entities including telecommunications devices that do not have a direct impact on the ability of a PSAP to receive or respond to 911 calls or to dispatch emergency responders.

Vehicle costs (fleet vehicle, pool car, mileage reimbursement, etc.) for any agency outside of 9-1-1 including law enforcement, fire, or EMS responders, such as patrol cars, fire apparatus, ambulances, etc.

Professional Services not directly attributable to the delivery of 9-1-1 service.

Public Information not directly attributable to the delivery of 9-1-1 service.

Miscellaneous:

Road Signs/Addressing Implements including addressing personnel