

ANNUAL REPORT TO THE MICHIGAN LEGISLATURE

2024

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GRETCHEN WHITMER
GOVERNOR



State of Michigan
STATE 911 COMMITTEE
LANSING

JEFF TROYER
CHAIR

August 1, 2024

Dear Michigan Legislators:

As chair of the State 911 Committee (SNC), I am pleased to present the Annual Report to the Michigan Legislature for the 2023 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 to the Michigan Legislature, the SNC also has statutory duties and responsibilities regarding 911 funding and best practices for 911 systems in Michigan. The SNC and the State 911 Office (SNO) have continued to provide support to all Michigan Public Safety Answering Points (PSAPs) and Emergency Communications Centers (ECCs). This past year, the main focus has been finalizing the prepaid state 911 surcharge audit with the Department of Treasury, completing the inquiry and recommendation report in regard to the 911 network interruption events from 2022-2023, and updating the 911 allowable/disallowable surcharge expenditure list. Some items the SNO has been working on include continuing to coordinate 911 and 988 interoperability efforts, 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 (SLCGP), 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. By the end of 2023, all of Michigan, except for one county, had either signed an agreement with an IP-network provider or had fully deployed to a NG911 network. Starting in 2023, NG911 technology brought new processes to our state in many ways; some PSAPs began to utilize video with call processing, the Michigan 911 Geographical Information Systems (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 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

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
STATE 911 COMMITTEE • PO BOX 30634 • LANSING, MICHIGAN 48909
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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 2023 (see Appendix B).

The reported annual allowable expenses from 911 surcharge funds by the PSAPs and counties combined was \$133,503,158.

Overall, counties reported receiving \$103,605,324.83 in local 911 surcharge funding during 2023. Other funding sources reported include \$68,449,208.94 in general funds, \$62,145,855.77 from 911 dedicated millage-generated funding, and \$50,777,667.59 classified as other receipts.

Treasury reported distributing \$24,212,337 to counties in state 911 funds from January through December 2023. The breakdown can be found in the Michigan Department of Treasury's report on page 18.

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 2023 were \$10,308,781.

The cost of wireless 911 delivery to landline service providers (AT&T 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 \$23,380,407.25 for calendar year 2023. This is a \$1,251,071.36 decrease from the amount reimbursed in 2022.

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 2023.

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 2023.

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 \$315,009,438.06 (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 2023 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. 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

Michigan Department of Licensing and Regulatory Affairs

Ms. Jeanette Doll

Michigan Professional Firefighters Union

Mr. Matthew Sahr (Jan.-Sept.)

Mr. Matt Weil (Sept.-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 (Jan.-Sept.)

Mr. Gordon Caverly (Sept.-Dec.)

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 2023: March 15, June 14, September 13, October 6, and December 13. A complete listing of all SNC minutes can be found on the [SNC website](#).

STATE 911 OFFICE

The SNO assists the subcommittees and the SNC in carrying out their responsibilities, assists PSAPs with projects and issues, and represents 911 statewide on many local, state, and federal committees and workgroups. Each specialist in the SNO is tasked with assisting at least one of the subcommittees. Other services provided include:

- Coordination and oversight of the telecommunicator designation program to ensure compliance with the state training standards and funds.
- 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 wireless retailers, wireless providers, 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.
 - Fund distributions to counties and PSAPs by the Michigan Department of Treasury.
 - State and local 911 surcharge amounts.

- The allowable and disallowable expenditures of 911 funds.
- Numerous resource lists for PSAPs and members of the public.
- The posting of meeting dates and minutes for the SNC and subcommittees.
- Health and wellness resources for 911 and public safety partners.

OVERVIEW OF 911 IN MICHIGAN

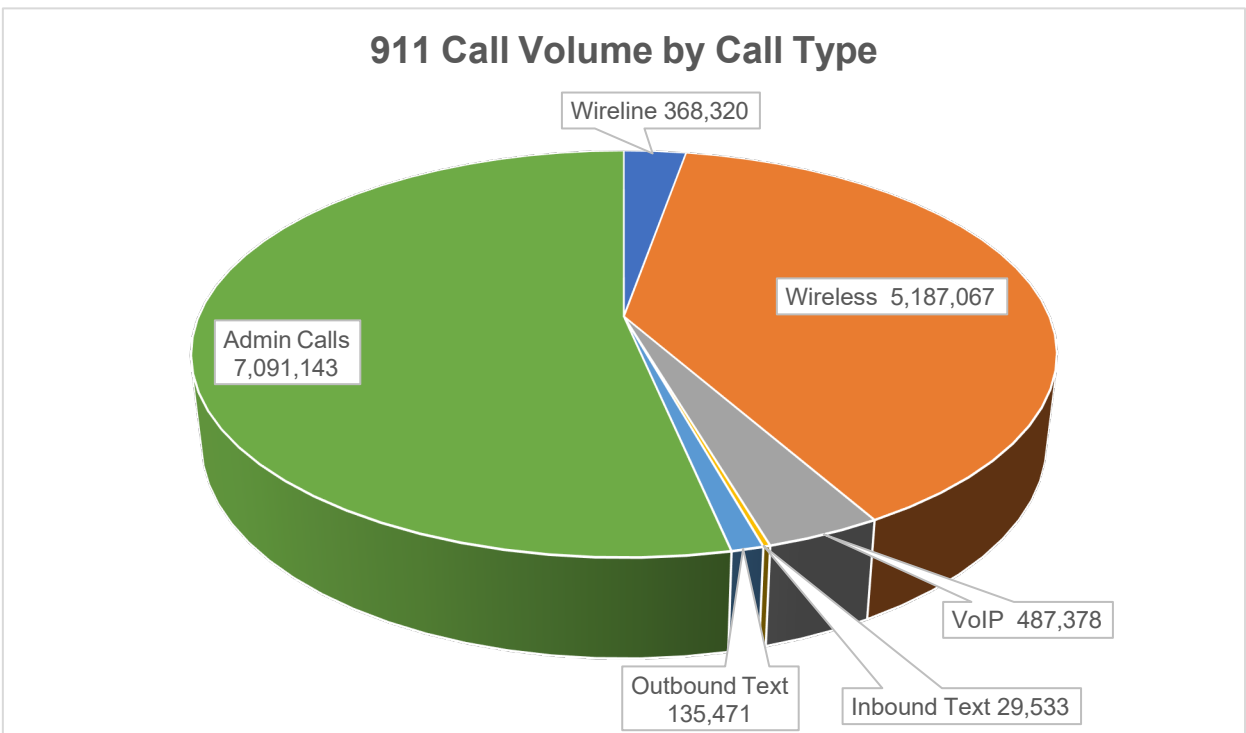
What do PSAPs do?

In Michigan, 911 calls are answered at a PSAP, which is a 24-hour, seven-days a week public safety emergency and non-emergency call processing center specializing in public safety response, and dispatches for police, fire, and emergency medical services. A PSAP 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, 2023, there were 134 primary PSAPs in Michigan, operating at various levels.

Cities/Municipalities	62
County	62
Multi-County	4
State	3
Universities	3

Call volumes, as reported by each county. See Appendix A 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.



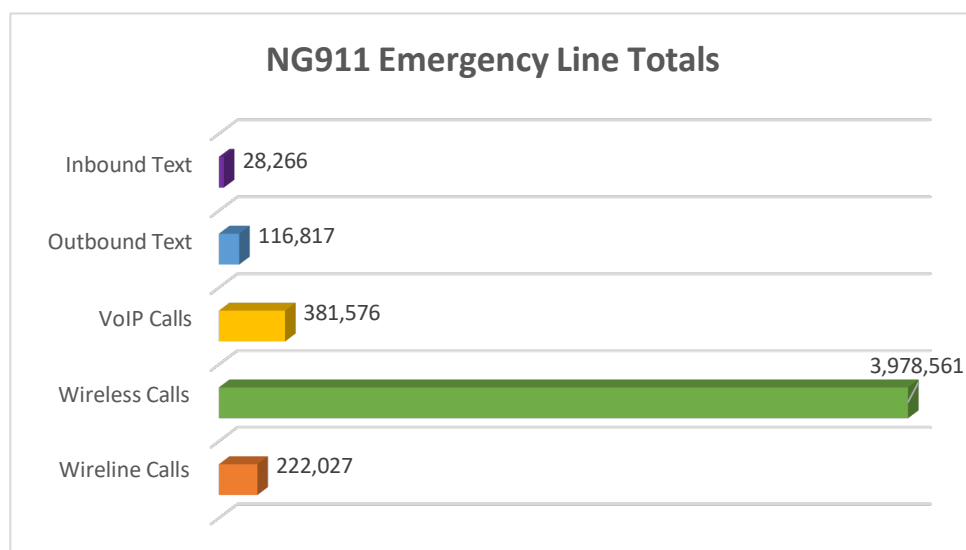
Next Generation 911

As of December 2023:

- 81 counties and three Wayne County Service Districts fully converted from legacy systems to the NG911 network, with one service district in progress. One county had not yet signed an agreement to convert to NG911 services.
- 133 primary PSAPs, 11 secondary PSAPs, and 15 back-up PSAPs connected to NG911.

In 2023, 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 June with 463,338 calls processed, compared to March, the least busy month, with 301,219 calls. The busiest day of the year was February 22 with 23,597 calls processed. December 25 was the least busy day with 9,157 calls processed.

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 2023: February 8, March 6, April 18, and November 8. A complete listing of the NTS meeting minutes can be found on the [SNC website](#).

2023 911 Training Subcommittee Members:

- Ms. Elizabeth Bagos, Macomb County Sheriff's Office
- **Ms. Christine Collom (Vice-Chair)**, Clinton County Central Dispatch
- Mr. Jason Hamman, Jackson County Central Dispatch
- Ms. Melissa Harris, Ingham County 911 Central Dispatch Center
- Mr. Sam Kalef, Troy Police Department
- **Ms. Stephanie Lehman (Chair)**, SNC, Barry County Central Dispatch
- Mr. Dave Plumb, Genesee County 911 Authority
- Ms. Jennifer Robertson, Farmington Hills Police Department
- Ms. Tammy Smith, Ottawa County Central Dispatch Authority
- Ms. Marlana Terrian, Clare County Central Dispatch
- Ms. Amy Thomas, Montcalm County Central Dispatch Authority
- Mr. Jason Torrey, Grand Traverse County Central Dispatch (*joined in April*)
- Mr. Jeff Troyer, SNC, Kalamazoo County Consolidated Dispatch Authority

Discussion on February 8 included:

- Reviewed applications received from 117 PSAPs for 911 training funds. After reviews were completed, 1,681 FTEs were recommended for approval and 75 recommended for denial.
- A request was heard for a blanket approval for all CISA-approved instructors for four different courses being offered by the Department of Homeland Security. The training coordinator applying for approval was encouraged to submit all instructors for approval when submitting courses.

Discussion on March 6 included:

- Six appeals were heard from PSAPs that were either denied training funds or their FTE count was adjusted; five appeals were granted. Of the 117 original applicants, 111 PSAPs were approved for training funds, equaling a total of 1,716 FTEs.

Discussion on April 18 included:

- This meeting was held at the yearly Public Safety Telecommunications Conference.
- A discussion was held regarding a training provider changing instructors at the last minute. The next instructor in some cases is not an SNC-approved instructor. A meeting with the chair, vice-chair, and the SNO training analyst will be scheduled. It is suggested vendors submit all instructors for SNC approval so this will not be a problem.

Discussion on November 8 included:

- Review and approval of the Training Provider Policy; this now contains information regarding the appeal process.
- The State Ethics and Public Entities Acts were distributed to those in attendance and all acknowledged receipt.
- Proposed 2024 meeting dates.
- Review and approval of the training fund application process. Updates were made to require all expenditures be documented prior to application deadline so applications can be locked during the review period to process invoices for unspent training funds.

In 2023, the NTS Course Review Team considered 275 requests for SNC training course approval from various training providers; of those requests, 264 were approved or renewed, and 11 were denied. A total of 394 instructors were reviewed; of those requests 371 were approved and 23 were denied.

In 2023, the NTS Plan of Action Team considered 88 plans of action for telecommunicators who were not compliant with the training standards; of those requests, 66 plans of action were approved, and 16 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 supplementing 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 website](#).

The SNC has established guidelines for PSAPs requesting state training funds, and requires an annual application be submitted to 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 and hours worked.
- 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 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. Eligibility may be restored for the following year's distribution 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 starting with the distribution year, 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.

The distribution of PSAP training funds is calculated by the Michigan Department of Treasury at the time of 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 and in the fall.

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 are in compliance 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. This system is administered through the SNO.

The Certification Subcommittee met on the following dates in 2023: March 6, April 18, May 23, and November 8. A complete listing of the Certification meeting minutes can be found on the [SNC website](#).

2023 Certification Subcommittee Members:

- Ms. Cynthia Fell, Plymouth Township Police Department
- **Ms. Phyllis Fuller (Chair)**, PFN
- Chief Dale Greenleaf, SNC, Michigan Association of Chiefs of Police
- Mr. Chris Izworski, Saginaw County Central Dispatch (*joined in Nov.*)
- 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
- Ms. Amy Thomas, Montcalm County Central Dispatch
- **Mr. Bryce Tracy (Vice-Chair)**, SNC, U.P. 911 Authority
- Ms. Jessica Young, Genesee County 911 Central Dispatch
- Mr. Kevin Wilkinson, SNC, Medstar Inc.

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 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 March 6 included:

- Updates were made to the allowable/disallowable surcharge expenditure list to move forward to the SNC for review and suggestions.
- Welcomed three new members to the subcommittee: Mr. Corey LeCureux, Ms. Jessie Lowell, and Mr. Kevin Wilkinson.

Discussion on April 18 included:

- A template was created for directors to send to communication suppliers to submit with their local surcharge remittance. This will help directors track the number of lines the suppliers are remitting along with providing communication at the local level of their surcharge.
- A policy workgroup was created to start updating and reviewing policies on the website.

Discussion on May 23 included:

- Appeals were heard from several counties included in the MSP Negaunee Regional Communication Center compliance review which included Gogebic, Ontonagon, Schoolcraft, and Keweenaw counties.
- Subcommittee members received the annual bylaws and state ethics act for acknowledgment.

Discussion on November 8 included:

- The updated annual report questions were approved and changes have been made in MiSNAP.

The following counties randomly selected for review in 2022-2023 are still in progress:

- Alpena
- Clinton
- Dickinson
- Marquette
- Wayne

The following is a list of compliance reviews which were completed in 2023:

- | | |
|------------|---------------|
| • Baraga | • Lake |
| • Clare | • Manistee |
| • Gogebic | • Ontonagon |
| • Houghton | • Saginaw |
| • Kalkaska | • Schoolcraft |
| • Keweenaw | |

EMERGING TECHNOLOGY SUBCOMMITTEE

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

The ETS met on the following dates in 2023: January 9, March 13, May 15, August 14, and November 13. The ETS meeting minutes can be found on the [SNC website](#).

2023 Emerging Technology Subcommittee Members:

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

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, and finalized in June 2023.
- Updates on the cybersecurity grant.
- Planning of the annual Technology Forum held September 18-20, 2023, in Muskegon.
- Updates on the State GIS Repository for PSAP location-based routing and mapping.
- Location-based routing for wireless calls.
- Creation of a PSAP equipment list.
- Technology issues and challenges in the PSAPs.

Discussion on January 9 included:

- A SCIP workshop was held focusing on including the strategic plan for 911 into the SCIP. Primary activity is to formalize a relationship between the different governing bodies.
- The State 911 Plan review workgroup made the first round of updates and it is in review so it can be presented and discussed with the full subcommittee at the March meeting.
- PFN provided an update on location-based routing and the testing that was done in Oakland County. It was then tested in Berrien, Genesee, and Grand Traverse counties.
- Apple crash notifications are a big issue in 911 with numerous hang up calls (ex: someone falling on a ski slope sends a crash notification). The PSAPs need to report the issues directly to Apple. Ms. Heinze will send out the contact information to share with PSAPs.
- The FCC has released a new report for 911 reliability which talks about reporting requirements for not only the 911 service provider, but the ability for the public to contact the government using the 911 capabilities.
- PSAPs are asking for educational materials for the public regarding text to 911, making sure the public knows this is available.

- The Department of Transportation and Department of Defense continue to work on their NG911 performance and interoperability program through their interoperability taskforce. This year, they are looking to move into Phase 3, which is the development of test tools, framework for reporting, certification, and program standup which will be funded by the Department of Homeland Security.

Discussion on March 13 included:

- HigherGround and Chatbot 911 gave a presentation on their available technology.
- Location-based routing testing went very well. The goal is to have it underway by the end of the second quarter and completed by the end of 2023.
- Cybersecurity Grant update. The Department of Technology, Management, and Budget (DTMB) received the grant and Michigan State Police Emergency Management and Homeland Security Division will be administering it. No projects have been identified yet for the first round. There is a public website which has been opened; however, there is not a lot of information at this time.
- Automatic Alerting Devices. The app Life360 does not give a callback number or location. If you select SOS on Life360, it connects to their emergency dispatch and they route the call to a PSAP as needed. In the 911 law, it states automatic alerting devices which cause 911 to be dialed shall be prohibited. As long as there is an open channel for the user to speak, it is considered an assisted dial and is not prohibited.

Discussion on May 15 included:

- Developing a vendor reference list for the PSAPs so they know what equipment each center has when they are researching future purchases.
- Eli Technology gave a presentation on their available Emergency Mobile Location technology.
- The GIS Repository is going through the onboarding process for PSAPs. This will be the method used for routing 911 wireless emergency calls in Michigan, so the boundaries need to be included and information collected county by county. Approximately 50% of the geographic area has uploaded their data.
- All PSAPs must complete the process to notify the FCC when they deploy and go live with text to 911.
- The subcommittee approved the draft State 911 Plan which will be presented to the SNC in June for approval.

Discussion on August 14 included:

- The Michigan 911 Outage Guidelines will be reviewed and updated by a workgroup.
- As every Coast Guard station is different, NENA was looking to standardize how PSAPs contact and communicate with a specific Coast Guard area, and in turn, the Coast Guard contacts PSAPs. If using the Coast Guard, it would be beneficial to join the workgroup. Most of the standard has been drafted and the workgroup is in the process of completing.
- Google did an update to their overall system, which allowed for multiple clicks on the side button to place a 911 call on the user's behalf. Samsung added to the update and made the side button an auto-on feature instead of an opt-in. This has since been updated again to make the user opt-in for this option instead. There are still issues with phones which have not updated; however, this is currently being worked on.
- The 911 Technology Forum is September 16-18, 2023. In preparation, members reviewed plans including the agenda and vendors. Attendance will be roughly 200+.

Discussion on November 13 included:

- GeoRouting will be in place by November 16 for the entire state for participating carriers.
- 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 the non-emergency, administrative calls. Testing and implementation of AI for call taking and 911 has already begun in several states.

- PSAP boundary reviews were sent out for GeoRouting conversions for the wireless calls. Approximately a dozen PSAPs submitted minor changes.
- Under the cybersecurity grant, the first round is only services, not funding.
- The Technology Forum after-action report was discussed on what worked well and what should be changed. There were 211 attendees.

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 current 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.

In 2023, the LAS met on March 15. A listing of LAS meeting minutes may be found on the [SNC website](#).

2023 Legislative Action Subcommittee Members:

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

Discussion on March 15 included:

- Discussions took place on 911 telecommunicator classification in Michigan. Identifying what the current state classification level is (if one exists) is the first step in working on having telecommunicators classified as emergency responders (protected services class).
- The LAS will request the SNC send a letter opposing Senate Bills 145 and 146.

At the September 13 SNC meeting, HB4688 was discussed. The bill required inclusion of minimum staffing levels as a subject of collective bargaining between a public employer and a representative of its employees. This would apply to anyone in a collective bargaining unit. The recommendation presented to the SNC from the LAS was to oppose as written.

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, 2023, totaled \$44.6 million. Treasury's Bureau of Investments invests the Emergency 911 Fund balance as part of the state's common cash fund.

Treasury processes four types of payments for the 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 NG911 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, 2023, a balance of \$18.6 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 first training fund payment of 2023 in the amount of \$904,725.00 was made in May to 111 PSAPs. The second training fund payment of 2023 of \$1,218,289 was made in November 2023 and was distributed to 110 PSAPs. The next payment should occur in the spring of 2024.

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

Overview of Emergency 911 Fund As of December 31, 2023

Fund	Revenues	Disbursements
CMRS	17,087,601.24	25,008,095.16
County	9,696,686.61	9,685,255.00
County/POP	14,545,146.39	14,528,182.00
Training ⁽¹⁾	2,113,259.66	2,156,986.00
MSP	0.00	0.00
MSP 911/ETSC Admin ⁽²⁾	907,051.02	924,226.95
MSP 911/Disp. Ctr ⁽²⁾	557,613.34	568,172.39
Treasury Admin	0.00	0.00
Totals	44,907,358.26	52,870,917.50

⁽¹⁾ Disbursements include repayments from prior periods.

⁽²⁾ Revenues reflect actual amounts received in FY2023 and do not include October and November 2023 accruals.

Distribution of Emergency 911 Funds to Counties
Equal and Per Capita (January-December 2023)

County	Net Payment
Alcona	\$ 131,342
Alger	129,430
Allegan	290,400
Alpena	158,358
Antrim	150,463
Arenac	138,311
Baraga	128,446
Barry	206,674
Bay	266,404
Benzie	142,590
Berrien	339,147
Branch	181,359
Calhoun	310,307
Cass	191,055
Charlevoix	154,245
Cheboygan	153,560
Chippewa	169,714
Clare	161,167
Clinton	230,756
Crawford	135,409
Delta	169,883
Dickinson	154,091
Eaton	274,072
Emmet	165,860
Genesee	702,279
Gladwin	153,281
Gogebic	137,416
Grand Traverse	253,980
Gratiot	176,887
Hillsdale	182,632
Houghton	170,544
Huron	161,961
Ingham	527,398
Ionia	212,989
Iosco	153,067
Iron	133,453
Isabella	209,515
Jackson	347,869
Kalamazoo	493,908
Kalkaska	142,546
Kent	1,065,220
Keweenaw	119,635

County	Net Payment
Lake	\$ 134,122
Lapeer	244,439
Leelanau	148,835
Lenawee	260,013
Livingston	396,163
Luce	124,383
Mackinac	132,304
Macomb	1,387,047
Manistee	152,771
Marquette	211,855
Mason	158,567
Mecosta	173,937
Menominee	150,564
Midland	237,050
Missaukee	138,384
Monroe	339,858
Montcalm	212,715
Montmorency	129,880
Muskegon	370,153
Newaygo	188,734
Oakland	1,953,852
Oceana	155,116
Ogemaw	146,627
Ontonagon	125,071
Osceola	149,685
Oscoda	128,533
Otsego	152,856
Ottawa	543,688
Presque Isle	135,399
Roscommon	150,503
Saginaw	390,768
St. Clair	347,894
St. Joseph	204,534
Sanilac	175,230
Schoolcraft	128,285
Shiawassee	214,850
Tuscola	193,555
Van Buren	225,651
Washtenaw	653,333
Wayne	2,702,282
Wexford	165,228
Total	24,212,337

Appendix A

CALL VOLUME BREAKDOWN BY COUNTY

County	PSAP	Total Wireline 911 Received	Total Wireless 911 Received	Total VoIP Calls Received	Total Text-to-911 Received Only	Outbound Text	Total PSAP Admin Calls
Alcona	Alcona County Central Dispatch	307	3,301	304	61	361	22,985
Alger	Alger County Sheriff's Department	653	2,213	43	24	15	31,073
Allegan	Allegan County Central Dispatch	9,119	37,518	2,543	378	480	29,698
Alpena	Alpena County E911/Central Dispatch	487	8,426	1,856	80	293	25,351
Antrim	Antrim County Central Dispatch	543	8,216	562	1,180	1,110	18,912
Arenac	Arenac County Central Dispatch	458	6,791	538	45	628	10,901
Baraga	Michigan State Police - Negaunee Regional Dispatch	515	2,661	64	**	**	**
Barry	Barry County Central Dispatch	1,998	16,522	705	208	1,472	37,364
Bay	Bay County Central Dispatch	6,479	55,298	8,048	477	647	101,348
Benzie	Benzie County Central Dispatch	287	6,212	1,480	35	469	15,070
Berrien	Niles Police Department	202	5,602	449	77	193	33,605
	Berrien County Public Safety Communication Center	2,852	66,479	5,257	219	7,717	101,454
Branch	Branch County Central Dispatch	1,711	20,954	1,553	136	332	37,528
Calhoun	Calhoun County Consolidated Dispatch Authority	5,635	96,644	7,365	1,488	3,616	96,836
Cass	Cass County Sheriff's Department	738	17,119	1,377	472	1,429	68,932
Charlevoix	Charlevoix, Cheboygan, and Emmet Central Dispatch	2,850	47,608	5,838	303	3,163	31,917
Chippewa	Chippewa County Central Dispatch	842	8,706	1,190	*	*	*
Clare	Clare County Central Dispatch	760	13,678	1,186	122	916	25,886
Clinton	Clinton County Central Dispatch	4,121	30,408	2,079	77	1,954	39,505
Crawford	Crawford Emergency Central Dispatch	338	5,530	545	79	173	N/A
Delta	Delta County Central Dispatch	446	12,472	2,777	106	1,155	30,320
Dickinson	Dickinson County Central Dispatch	366	6,282	1,521	101	934	36,208
Eaton	Eaton County Central Dispatch	2,461	44,907	3,664	247	2,790	80,092
Genesee	Genesee County 9-1-1 Authority	11,547	299,856	29,072	980	645	82,350
	Fenton Police Department	407	5,555	669	88	690	25,268
Gogebic	Michigan State Police – Negaunee Regional Dispatch	391	3,625	723	**	**	**
Gladwin	GLADWIN COUNTY CENTRAL DISPATCH	559	6,877	925	N/A	N/A	38,751
Grand Traverse	Grand Traverse County Central Dispatch	2,393	30,871	3,076	267	3,761	41,847
Gratiot	Gratiot County Central Dispatch	1,208	13,411	1,133	224	129	29,113
Hillsdale	Hillsdale County Central Dispatch	20,945	23,792	4,287	196	1,403	34,063
Houghton	Michigan State Police – Negaunee Regional Dispatch	947	8,272	1,162	**	**	**
Huron	Huron County Central Dispatch	492	10,350	501	52	11	55,392
Ingham	Ingham County 911 Central Dispatch	8,114	185,582	15,887	1,807	16,228	213,500
Ionia	Ionia County Central Dispatch	575	22,452	2,091	75	116	71,010
Iosco	Iosco County Central Dispatch	633	7,940	1,546	138	518	20,102
Iron	Iron County Central Dispatch	849	5,938	675	142	371	15,759
Isabella	Central Michigan University	1,907	153	9	N/A	6	13,636
	Isabella County Central Dispatch	1,351	24,046	1,377	89	135	57,030
Jackson	Jackson County Central Dispatch	7,191	115,386	8,969	1,208	2	87,735

County	PSAP	Total Wireline 911 Received	Total Wireless 911 Received	Total VoIP Calls Received	Total Text-to-911 Received Only	Outbound Text	Total PSAP Admin Calls
Kalamazoo	Kalamazoo County Consolidated Dispatch Authority	4,421	148,153	15,533	1,708	330	282,232
Kalkaska	Kalkaska County Central Dispatch	320	8,403	738	28	105	17,884
Kent	Grand Rapids Police Department	4,750	116,347	7,710	538	1,267	126,659
	Kent County Sheriff's Dept.	5,909	152,513	11,344	2,250	3,767	215,973
Keweenaw	Michigan State Police - Negaunee Regional Dispatch	153	748	53	**	**	**
Lake	Lake County Central Dispatch	494	5,406	185	34	139	2,122
Lapeer	Lapeer County Central Dispatch	1,133	26,262	2,614	49	186	36,345
Leelanau	Leelanau County	596	5,715	895	81	607	21,397
Lenawee	Lenawee County Sheriff's Office	4,164	43,228	3,026	124	374	83,059
Livingston	Livingston County Central Dispatch	3,292	67,042	4,358	827	172	112,028
Luce	Chippewa County Central Dispatch	331	1,469	182	*	*	*
Mackinac	Chippewa County Central Dispatch	751	5,109	220	*	*	*
Macomb	Center Line Police Department	96	5,369	370	N/A	N/A	7,402
	Chesterfield Township Police Dept.	2,919	15,362	1,327	71	35	19,154
	Utica Police Department	497	4,780	440	N/A	N/A	17,334
	South East Regional Emergency Services Authority	3,024	72,024	5,578	190	N/A	95,556
	Macomb County Sheriff's Office	6,495	156,363	14,062	438	14,056	159,939
	Warren Police Department	3,876	81,308	6,259	305	N/A	52,278
	Shelby Township Police Dept.	803	12,104	1,377	N/A	N/A	40,594
	Romeo Police Department	244	1,435	37	N/A	N/A	15,230
	Richmond Police Department	347	3,729	222	N/A	N/A	19,543
Manistee	Manistee County Central Dispatch	597	9,176	1,074	42	346	24,272
Marquette	Marquette County Central Dispatch	1,675	19,937	2,940	151	1,645	83,304
	Michigan State Police - Negaunee Reg. Disp.	2,629	19,170	2,399	69	311	73,047
Mason	Mason/Oceana 911	1,221	24,141	2,379	215	1,964	53,341
Mecosta	Meceola Consolidated Central Dispatch Authority	1,495	26,197	1,526	95	462	71,199
Menominee	Menominee County 911 Central Dispatch	523	5,855	766	84	834	22,701
Midland	Midland County Central Dispatch	2,904	42,076	3,860	82	2,999	22,142
Missaukee	Missaukee County Sheriff's Department	563	4,900	242	6	634	9,500
Monroe	Monroe County Central Dispatch	3,179	67,542	5,008	427	2,445	94,020
Montcalm	Montcalm County Central Dispatch	1,008	20,865	2,035	199	618	72,905
Montmorency	Montmorency County Central Dispatch Center	520	3,284	171	8	6	5,102
Muskegon	Muskegon County Central Dispatch 9-1-1	5,751	123,154	13,964	345	3,275	156,842
Newaygo	Newaygo County 911 Central Dispatch	1,144	16,344	1,144	195	822	49,357

County	PSAP	Total Wireline 911 Received	Total Wireless 911 Received	Total VoIP Calls Received	Total Text-to-911 Received Only	Outbound Text	Total PSAP Admin Calls
Oakland	Berkley Department of Public Safety	163	4,962	489	21	303	24,011
	Oakland County Sheriff's Office	14,322	177,557	19,325	507	216	334,984
	Novi Police Department	3,030	22,711	2,620	12	12	48,655
	Southfield Dept. of Public Safety	4,754	57,274	5,513	1,501	111	40,230
	Birmingham Police Department	431	7,965	727	28	92	42,070
	White Lake Twp. Police Department	254	7,672	638	122	492	21,689
	West Bloomfield Police Department	1,231	18,107	3,807	592	788	51,292
	Oak Park Department of Public Safety	904	17,634	960	74	16	24,631
	Madison Heights Police Department	1,606	15,782	1,563	47	515	26,209
	Hazel Park Police Department	225	8,711	437	75	253	20,574
	Ferndale Police Department	344	12,840	808	19	51	24,935
	Farmington Hills Police Department	34,742	30,358	3,532	69	1,447	2,136
	Waterford Township Police Department	1,765	25,455	2,092	274	196	70,431
	Troy Police Department	3,860	32,297	3,879	591	220	60,121
	Royal Oak Police Department	2,135	18,358	1,909	70	328	51,198
	Rochester Police Department	124	2,668	383	41	74	22,188
	Bloomfield Township Police Dept.	856	14,218	1,750	460	693	55,005
	Bloomfield Hills Police Department	698	2,243	193	9	130	16,338
Ogemaw	Ogemaw County Emergency Dispatch Authority	617	8,255	1,322	69	646	25,738
Ontonagon	Michigan State Police - Negaunee Regional Dispatch	141	1,268	118	**	**	**
Oscoda	Oscoda County Sheriff's Department	458	2,722	161	32	236	11,430
Otsego	Michigan State Police - Gaylord	846	11,215	1,200	102	757	54,393
Ottawa	Ottawa County Central Dispatch Authority	7,351	90,043	8,166	281	9,560	184,451
Presque Isle	Presque Isle Central Dispatch	508	4,155	517	3	16	4,099
Roscommon	Roscommon County Central Dispatch	606	11,853	606	78	961	48,144
Saginaw	Saginaw County Central Dispatch	5,977	113,450	12,243	1,172	9,851	144,987
Sanilac	Sanilac County Central Dispatch	746	11,120	403	58	25	139,920
Schoolcraft	Michigan State Police - Negaunee Regional Dispatch	482	2,596	279	**	**	**
Shiawassee	Shiawassee County Central Dispatch	1,277	27,240	2,707	116	1,108	52,923
St. Clair	St. Clair County Central Dispatch	4,233	61,429	4,031	586	1,970	123,315
	Clay Township Police Department	105	3,819	225	22	38	54,930
St. Joseph	St. Joseph County Central Dispatch	2,044	25,063	1,747	416	2,528	57,423
Tuscola	Tuscola County Central Dispatch	1,253	15,244	1,189	118	2,025	11,577
Van Buren	Van Buren County Central Dispatch	2,486	26,777	1,963	374	2,816	57,388
Washtenaw	Saline Police Department	127	796	245	N/A	2	7,924
	Chelsea Police Department	128	669	561	N/A	8	8,449
	University of Michigan DPSS Dispatch Operations	12,949	2,663	4,925	N/A	96	171,731
	Eastern Michigan University DPS	112	174	1,580	N/A	2	20,038
	Washtenaw County Sheriff's Office Metro Dispatch	6,325	162,561	12,168	355	218	111,713

County	PSAP	Total Wireline 911 Received	Total Wireless 911 Received	Total VoIP Calls Received	Total Text-to-911 Received Only	Outbound Text	Total PSAP Admin Calls
Wayne - Conference of Eastern Wayne	Grosse Pointe Park DPS	549	3,591	234	35	114	19,347
	Harper Woods Police Department	381	13,882	732	54	116	27,656
	Grosse Pointe Farms DPS	467	2,316	321	N/A	2	15,595
	Grosse Pointe Woods Department of Public Safety	1,152	5,558	N/A	104	404	21,896
Wayne - Conference of Western Wayne	Canton Township Department of Public Safety	1,497	26,600	2,976	81	440	95,037
	Wayne County Airport Authority	2,722	4,980	258	23	474	157,307
	Redford Township Police Dept.	731	27,865	1,857	29	86	N/A
	Plymouth Community Communications Center	456	13,387	1,104	29	1,157	25,476
	Huron Township PD	159	8,875	636	3	565	40,542
	Northville Township Department of Public Safety	315	8,246	1,239	25	1	23,920
	Livonia Police Department	3,944	39,980	4,803	595	197	50,873
	Dearborn United Dispatch Center	4,674	138,370	12,754	67	212	161,651
	Dearborn Heights Police Department	1,064	32,658	2,685	46	53	N/A
	Van Buren Township Public Safety	322	18,309	1,031	33	110	58,462
	Romulus Police Department	476	30,583	39,686	56	37	N/A
	Detroit Emergency Telephone District	40,051	969,770	64,223	N/A	N/A	210,968
	Michigan State Police - 2nd District Regional	10,530	37,903	N/A	N/A	N/A	68,434
	Hamtramck Police Department	4,225	5,723	1,015	N/A	N/A	19,437
Wayne - Downriver Community Conference/Mutual Aid	Taylor Police Department	700	39,340	2,474	74	4	55,857
	Riverview Police Department	678	3,676	707	N/A	159	877
	Woodhaven Police Department	130	5,269	607	N/A	115	1,837
	Downriver Central Dispatch	1,801	57,073	3,065	143	570	115,943
	Grosse Ile Township Police Dept.	132	1,337	177	N/A	7	388
	Brownstown Township Police Dept.	430	9,914	724	25	314	2,122
	River Rouge Police Department	94	5,607	287	N/A	198	971
	Flat Rock Police Department	213	4,156	239	N/A	80	900
	Gibraltar Police Department	50	1,120	96	N/A	63	314
	Ecorse Police Department	96	8,962	275	6	2	700
	Trenton Police Department	271	5,012	440	N/A	70	1,655
	Rockwood Police Department	57	990	141	6	42	184
	Wexford County Central Dispatch	866	12,098	926	132	129	35,569
Totals		368,320	5,187,067	487,378	29,533	135,471	7,091,143
Chippewa**	Chippewa County Central Dispatch	1,924	15,284	1,592	1,869		56,941
	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	2,629	19,170	2,399	69	311	73,047
	NRCC dispatches for six counties in the UP. The individual county call volume is reflected in the spreadsheet above under the specific county.						

Appendix B

FINANCIAL BREAKDOWN BY COUNTY

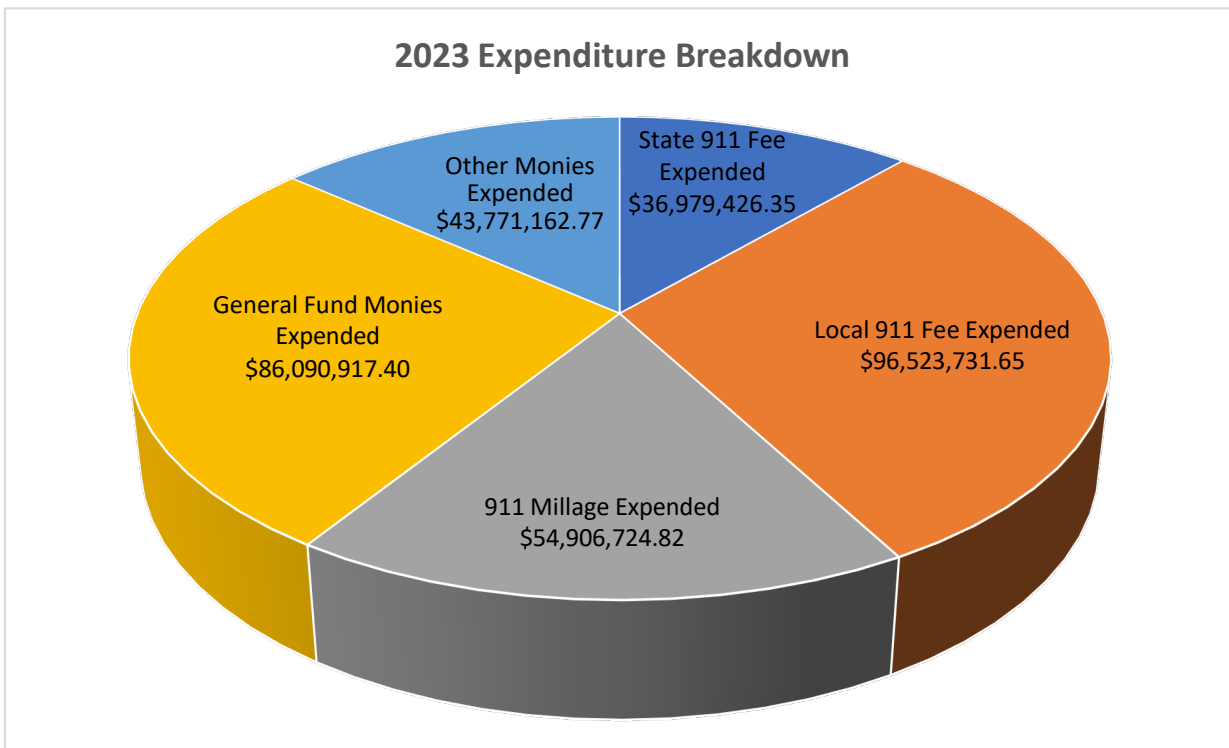
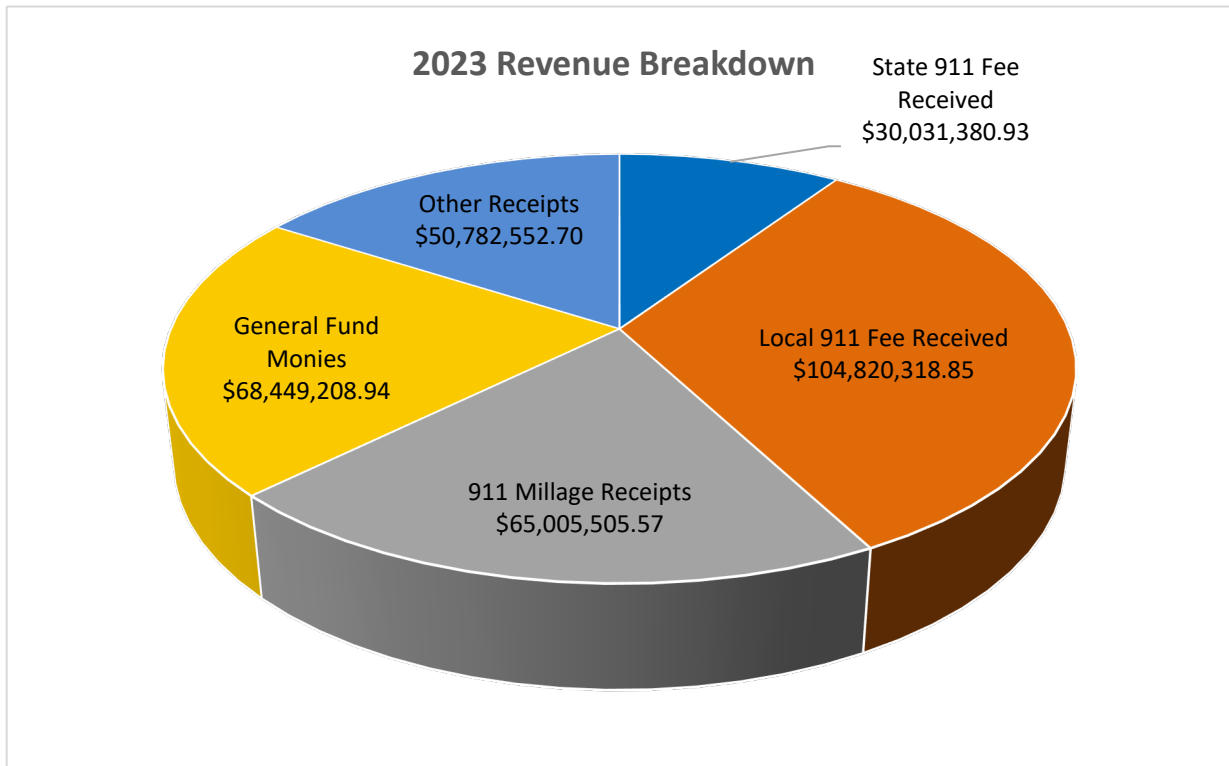
County	State 911 Fee Received	Local 911 Fee Received	911 Millage Receipts	General Fund Monies	Other Receipts	State 911 Fee Expended	Local 911 Fee Expended	911 Millage Expended	General Fund Monies Expended	Other Monies Expended	Total Expenses
Alcona	\$ 131,503.00	\$ 345,969.81	\$ 207,447.33	\$ -	\$ 152,373.06	\$ 131,503.00	\$ 345,969.81	\$ 207,447.33	\$ -	\$ 152,373.06	\$ 837,293.20
Alger	\$ 92,012.00	\$ 51,320.21	\$ 355,543.68	\$ -	\$ 22,509.83	\$ 92,012.00	\$ 51,320.21	\$ 237,442.36	\$ -	\$ 22,509.83	\$ 403,284.40
Allegan	\$ 290,760.00	\$ 3,717,092.30	\$ -	\$ -	\$ 107,603.71	\$ 290,760.00	\$ 3,291,394.24	\$ -	\$ -	\$ 107,603.71	\$ 3,689,757.95
Alpena	\$ 204,333.00	\$ 1,173,412.00	\$ -	\$ -	\$ 4,091.00	\$ 204,333.00	\$ 978,741.00	\$ -	\$ -	\$ -	\$ 1,183,074.00
Antrim	\$ 150,648.00	\$ -	\$ 1,071,555.89	\$ -	\$ 96,406.34	\$ 13,476.00	\$ -	\$ 1,105,110.66	\$ -	\$ -	\$ 1,118,586.66
Arenac	\$ 138,481.00	\$ 84,329.57	\$ 793,640.64	\$ -	\$ 67,314.46	\$ 138,481.00	\$ 84,329.57	\$ 529,273.66	\$ -	\$ 3,257.58	\$ 755,341.81
Baraga	\$ 128,097.00	\$ 35,664.82	\$ -	\$ -	\$ -	\$ 128,097.00	\$ 32,587.00	\$ -	\$ -	\$ -	\$ 160,684.00
Barry	\$ 206,674.00	\$ -	\$ 2,440,872.31	\$ -	\$ 73,324.50	\$ 216,482.10	\$ -	\$ 1,757,188.74	\$ -	\$ 293,991.60	\$ 2,267,662.44
Bay	\$ 290,280.00	\$ -	\$ 3,355,195.00	\$ -	\$ 114,136.00	\$ 298,280.00	\$ -	\$ 2,299,597.00	\$ -	\$ 114,136.00	\$ 2,704,013.00
Benzie	\$ 142,590.00	\$ 628,965.75	\$ -	\$ -	\$ -	\$ 693,838.60	\$ -	\$ -	\$ -	\$ -	\$ 693,838.60
Berrien	\$ 339,147.00	\$ 697,257.27	\$ 4,140,488.25	\$ -	\$ 223,115.36	\$ 339,147.00	\$ 697,257.27	\$ 3,373,398.03	\$ -	\$ 223,115.36	\$ 4,632,917.66
Branch	\$ -	\$ 1,214,994.02	\$ 2,859,649.80	\$ -	\$ 4,885.11	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,330,288.67
Calhoun	\$ 310,692.00	\$ 795,981.05	\$ 6,131.00	\$ -	\$ 21,369,886.19	\$ 310,692.00	\$ 795,981.05	\$ 6,131.00	\$ -	\$ 20,097,202.06	\$ 21,210,006.11
Cass	\$ 191,055.00	\$ 708,730.00	\$ 516,300.00	\$ -	\$ 225,709.00	\$ 191,055.00	\$ 708,730.00	\$ 516,300.00	\$ -	\$ 225,709.00	\$ 1,658,608.00
Charlevoix	\$ 474,249.00	\$ 658,982.25	\$ -	\$ 1,565,132.31	\$ 147,896.63	\$ 474,249.00	\$ 658,982.25	\$ -	\$ 1,164,131.97	\$ -	\$ 2,297,363.22
Chippewa	\$ 169,924.00	\$ 793,139.95	\$ -	\$ -	\$ 246,838.94	\$ 169,924.00	\$ 793,139.95	\$ -	\$ -	\$ 137,604.66	\$ 1,100,668.61
Clare	\$ 161,167.00	\$ 532,947.81	\$ 439,038.77	\$ -	\$ 14,416.64	\$ 161,167.00	\$ 532,947.81	\$ 359,688.42	\$ -	\$ 14,416.64	\$ 1,068,219.87
Clinton	\$ 231,041.00	\$ 1,347,139.24	\$ 2,803,680.63	\$ -	\$ 455,433.61	\$ 231,041.00	\$ 853,000.00	\$ 2,654,148.48	\$ -	\$ -	\$ 3,738,189.48
Crawford	\$ 138,045.00	\$ 348,741.26	\$ -	\$ 25,000.00	\$ 24,878.96	\$ 138.05	\$ 339,124.51	\$ -	\$ -	\$ -	\$ 477,165.53
Delta	\$ 191,635.00	\$ 388,605.47	\$ 1,076,769.67	\$ -	\$ 5,653.81	\$ 191,635.00	\$ 388,605.47	\$ 658,148.13	\$ -	\$ -	\$ 1,238,388.60
Dickinson	\$ 154,091.00	\$ 201,106.43	\$ 382,566.32	\$ -	\$ -	\$ 154,091.00	\$ 201,106.43	\$ 747,321.00	\$ -	\$ -	\$ 1,102,518.49
Eaton	\$ 194,845.00	\$ 1,971,349.47	\$ 3,922,294.91	\$ -	\$ 176,728.41	\$ 194,845.00	\$ 1,947,079.88	\$ 3,516,337.27	\$ -	\$ 176,728.41	\$ 5,834,990.56
Genesee	\$ 694,556.15	\$ 7,805,684.01	\$ -	\$ -	\$ 154,715.96	\$ 694,556.15	\$ 7,599,494.72	\$ -	\$ -	\$ 9,637.29	\$ 8,303,688.16
Gladwin	\$ 153,281.00	\$ 134,436.88	\$ 1,182,311.80	\$ -	\$ 16,988.30	\$ 372,702.50	\$ 118,072.90	\$ 977,169.64	\$ -	\$ -	\$ 1,467,945.04
Gogebic	\$ 137,416.00	\$ 373,646.84	\$ -	\$ -	\$ 36,559.66	\$ 137,416.00	\$ 239,361.57	\$ -	\$ -	\$ -	\$ 376,777.57
Grand Traverse	\$ 254,294.00	\$ 3,045,900.22	\$ -	\$ -	\$ 46,191.00	\$ 254,294.00	\$ 2,607,593.08	\$ -	\$ -	\$ 46,191.00	\$ 2,908,078.08
Gratiot	\$ 176,887.00	\$ 1,398,576.84	\$ -	\$ -	\$ 14,120.23	\$ 176,887.00	\$ 1,398,576.84	\$ -	\$ -	\$ 14,120.23	\$ 1,598,584.07
Hillsdale	\$ 182,632.00	\$ 1,095,595.00	\$ -	\$ -	\$ 26,857.00	\$ 182,632.00	\$ 1,095,595.00	\$ -	\$ -	\$ 26,857.00	\$ 1,384,530.00
Houghton	\$ 170,544.00	\$ 339,886.44	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 771,539.09
Huron	\$ 162,161.00	\$ 733,248.57	\$ 1,027,718.33	\$ -	\$ 9,488.61	\$ 162,161.00	\$ 733,247.57	\$ 323,135.49	\$ -	\$ -	\$ 1,218,544.06
Ingham	\$ 528,081.00	\$ 5,101,510.61	\$ 7,230,440.60	\$ -	\$ 515,945.13	\$ 528,081.00	\$ 5,101,510.61	\$ 6,253,806.43	\$ -	\$ -	\$ 11,883,398.04
Ionia	\$ 212,989.00	\$ 1,724,019.28	\$ -	\$ -	\$ 37,910.07	\$ 213,255.00	\$ 1,644,629.77	\$ -	\$ -	\$ -	\$ 1,857,618.77
Iosco	\$ 153,256.00	\$ 57,280.00	\$ 867,623.00	\$ -	\$ 22,370.00	\$ 153,256.00	\$ 57,280.00	\$ 867,623.00	\$ -	\$ 22,370.00	\$ 1,114,067.00
Iron	\$ 133,617.00	\$ 166.70	\$ 596,285.15	\$ 40,000.00	\$ -	\$ 133,617.00	\$ 166.70	\$ 519,681.06	\$ 40,000.00	\$ -	\$ 693,464.76
Isabella	\$ 236,342.00	\$ 2,019,778.09	\$ -	\$ 499,955.44	\$ 40,065.63	\$ 236,342.00	\$ 1,944,435.90	\$ -	\$ 499,955.44	\$ -	\$ 2,180,777.90
Jackson	\$ 347,869.00	\$ 2,458,370.12	\$ -	\$ 477,819.00	\$ 43,755.73	\$ 347,869.00	\$ 2,458,370.12	\$ -	\$ 314,710.65	\$ 43,755.73	\$ 3,164,705.50

County	State 911 Fee Received	Local 911 Fee Received	911 Millage Receipts	General Fund Monies	Other Receipts	State 911 Fee Expended	Local 911 Fee Expended	911 Millage Expended	General Fund Monies Expended	Other Monies Expended	Total Expenses
Kalamazoo	\$ 494,522.00	\$ 1,190,046.00	\$ 6,846,061.00	\$ -	\$ 498,549.00	\$ 494,522.00	\$ 1,190,046.00	\$ 5,320,080.00	\$ -	\$ 498,549.00	\$ 7,503,197.00
Kalkaska	\$ 142,721.00	\$ 484,836.88	\$ -	\$ -	\$ 30.60	\$ 142,721.00	\$ 484,836.88	\$ -	\$ -	\$ 245,682.78	\$ 873,240.66
Kent	\$ 2,804,504.84	\$6,222,051.05	\$ -	\$ 1,514,649.22	\$ 2,217,250.00	\$ 2,804,504.84	\$ 6,222,051.05	\$ -	\$ 1,514,649.22	\$ -	\$ 14,808,524.22
Keweenaw	\$ 119,781.00	\$ -	\$ -	\$ -	\$ 7,692.00	\$ 173,805.00	\$ -	\$ -	\$ -	\$ -	\$ 173,805.00
Lake	\$ 146,514.00	\$ -	\$ 1,146,188.62	\$ -	\$ -	\$ 655,802.63	\$ -	\$ 987,665.08	\$ -	\$ -	\$ 1,643,466.71
Lapeer	\$ 265,809.00	\$ 2,393,816.00	\$ -	\$ -	\$ 53,962.00	\$ 265,809.00	\$ 2,030,265.00	\$ -	\$ -	\$ 9,649.00	\$ 2,305,723.00
Leelanau	\$ 149,018.00	\$ 121,541.89	\$ -	\$ 976,792.00	\$ 198,990.00	\$ 149,018.00	\$ 121,541.89	\$ -	\$ 976,792.00	\$198,990.00	\$ 1,446,341.89
Lenawee	\$ 260,013.00	\$ 2,973,278.88	\$ -	\$ -	\$ 113,730.73	\$ 3,257,615.91	\$ -	\$ -	\$ -	\$ -	\$ 3,257,615.91
Livingston	\$ 396,655.00	\$ 4,448,490.45	\$ -	\$ -	\$ 142,278.51	\$ 376,700.32	\$ 4,369,015.41	\$ -	\$ -	\$ -	\$ 4,745,715.73
Luce	\$ 124,535.00	\$ 57,579.73	\$ -	\$ -	\$ 792.23	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 143,021.39
Mackinac	\$ 132,466.00	\$ 271,264.00	\$ -	\$ -	\$ -	\$ 162,029.00	\$ 264,584.00	\$ -	\$ -	\$ -	\$ 426,613.00
Macomb	\$ 1,607,445.63	\$ 3,426,592.72	\$ -	\$ 10,504,088.51	\$ 6,200,592.28	\$ 1,607,445.63	\$ 3,305,644.82	\$ -	\$ 8,967,948.36	\$ 4,717,129.54	\$ 16,680,545.30
Manistee	\$ 133,210.00	\$ -	\$ 1,372,271.84	\$ -	\$ 773,252.00	\$ 133,210.00	\$ -	\$ 1,372,271.84	\$ 50,154.05	\$ -	\$ 1,422,425.89
Marquette	\$ 212,117.00	\$ 270,627.88	\$ 1,427,626.88	\$ -	\$ 75,182.79	\$ 212,117.00	\$ 270,627.88	\$ 1,318,837.33	\$ -	\$ 16,111.00	\$ 1,817,693.00
Mason-Oceana 911	\$ 314,382.34	\$ 1,202,506.31	\$ 491,697.35	\$ -	\$ 114,110.51	\$ 314,382.34	\$ 1,202,506.31	\$ 491,697.35	\$ -	\$ 64,124.44	\$ 2,072,710.44
Meceola	\$ 323,622.00	\$ 1,757,314.30	\$ -	\$ -	\$ 9,100.00	\$ 323,622.00	\$ 1,757,314.30	\$ -	\$ -	\$ 9,100.00	\$ 2,090,036.30
Menominee	\$ 162,306.00	\$ 491,276.00	\$ 551,576.00	\$ -	\$ -	\$ 162,306.00	\$ 491,276.00	\$ 383,076.00	\$ -	\$ -	\$ 1,036,658.00
Midland	\$ 237,343.00	\$ -	\$ 2,615,855.00	\$ -	\$ 546,886.00	\$ 23,700.00	\$ -	\$ 2,167,397.00	\$ -	\$ -	\$ 2,191,097.00
Missaukee	\$ 138,384.00	\$ 440,489.61	\$ -	\$ 171,644.48	\$ 13,873.56	\$ 138,384.00	\$ 753,819.08	\$ -	\$ 171,664.48	\$ -	\$ 1,063,867.56
Monroe	\$ 340,280.00	\$ 3,572,401.73	\$ -	\$ -	\$ -	\$ 340,280.00	\$ 3,416,150.00	\$ -	\$ -	\$ -	\$ 3,756,430.00
Montcalm	\$ 234,046.00	\$ 1,651,904.97	\$ -	\$ -	\$ 81,998.95	\$ 231,966.28	\$ 1,534,815.80	\$ -	\$ -	\$ 48,550.00	\$ 1,815,332.08
Montmorency	\$ 304,000.00	\$ 136,236.00	\$ -	\$ -	\$ 3,547.92	\$ 304,000.00	\$ 136,236.00	\$ -	\$ -	\$ 61,907.88	\$ 502,143.88
Muskegon	\$ 370,153.00	\$ 4,770,271.00	\$ 1,512,787.00	\$ 182,002.00	\$ 1,891,286.00	\$ 370,153.00	\$ 4,770,271.00	\$ 1,512,787.00	\$ -	\$ 2,073,288.00	\$ 8,726,499.00
Newaygo	\$ 188,734.00	\$ 1,351,842.84	\$ -	\$ -	\$ -	\$ 240,208.71	\$ 1,140,401.75	\$ -	\$ -	\$ -	\$ 1,380,610.46
Oakland	\$ 1,961,287.00	\$ 6,665,338.74	\$ 1,351,987.86	\$ 25,513,462.50	\$ 5,870,356.80	\$ 1,962,129.35	\$ 6,672,448.94	\$ 740,477.37	\$ 24,268,994.98	\$ 7,700,844.89	\$ 22,262,715.00
Ogemaw	\$ 146,627.00	\$ 302,273.84	\$ 735,007.19	\$ 1,218,025.37	\$ 19,010.00	\$ 146,627.00	\$ 302,273.84	\$ 735,007.19	\$ 1,054,930.20	\$ 1,800.06	\$ 1,054,930.20
Oscoda	\$ 171,013.91	\$ 40,545.58	\$ -	\$ -	\$ -	\$ 165,046.95	\$ -	\$ -	\$ 113,099.32	\$ -	\$ 278,146.27
Ontonagon	\$ 125,071.00	\$ 36,311.00	\$ -	\$ -	\$ 1,883.90	\$ 62,852.33	\$ -	\$ -	\$ -	\$ -	\$ 62,852.33
Otsego	\$ 157,115.00	\$ 532,478.00	\$ -	\$ -	\$ 240,451.00	\$ 157,115.00	\$ 532,478.00	\$ -	\$ -	\$ 112,469.00	\$ 802,062.00
Ottawa	\$ 554,364.00	\$ -	\$ 5,966,498.00	\$ -	\$ 477,908.00	\$ 544,364.00	\$ -	\$ 5,966,498.00	\$ -	\$ 61,901.00	\$ 6,572,763.00
Presque Isle	\$ 135,399.00	\$ 341,188.31	\$ -	\$ -	\$ 4,957.00	\$ 135,399.00	\$ 283,623.05	\$ -	\$ -	\$ -	\$ 419,022.05
Roscommon	\$ 150,503.00	\$ -	\$ 1,520,644.86	\$ -	\$ 103,977.12	\$ 162,261.59	\$ -	\$ 1,372,243.79	\$ -	\$ -	\$ 1,534,505.38
Saginaw	\$ 398,693.00	\$ 5,555,440.00	\$ 1,638,365.00	\$ -	\$ 124,117.00	\$ 398,693.00	\$ 5,555,440.00	\$ 453,140.00	\$ -	\$ -	\$ 6,407,273.00
Sanilac	\$ 178,406.00	\$ 166,956.47	\$ 417,208.89	\$ 281,598.84	\$ 21,809.44	\$ 178,406.00	\$ 166,956.47	\$ 368,874.85	\$ 281,598.84	\$ -	\$ 995,836.16
Schoolcraft	\$ 128,285.00	\$ 37,881.31	\$ -	\$ -	\$ 1,979.83	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 110,806.57
Shiawassee	\$ 215,115.00	\$ 1,967,022.00	\$ -	\$ -	\$ 17,433.00	\$ 215,115.00	\$ 1,967,022.00	\$ -	\$ -	\$ 17,432.88	\$ 2,698,745.00
St. Clair	\$ 348,325.00	\$ 1,098,257.84	\$ -	\$ 923,759.73	\$ 17,774.14	\$ 348,325.00	\$ 1,098,257.84	\$ -	\$ 923,759.73	\$ 17,774.14	\$ 2,388,116.71
St. Joseph	\$ 204,787.00	\$ 187,818.00	\$ 2,136,177.00	\$ -	\$ 686,760.00	\$ -	\$ -	\$ 2,136,177.00	\$ -	\$ 604,901.00	\$ 2,741,078.00
Tuscola	\$ 193,794.00	\$ 1,038,316.70	\$ -	\$ -	\$ 22,071.00	\$ 1,263,197.43	\$ 1,263,197.43	\$ -	\$ -	\$ -	\$ 2,526,394.86
Van Buren	\$ 225,651.00	\$ 2,781,829.18	\$ -	\$ -	\$ -	\$ 225,651.00	\$ 2,671,544.32	\$ 2,671,547.32	\$ -	\$ -	\$ 2,897,193.32

County	State 911 Fee Received	Local 911 Fee Received	911 Millage Receipts	General Fund Monies	Other Receipts	State 911 Fee Expended	Local 911 Fee Expended	911 Millage Expended	General Fund Monies Expended	Other Monies Expended	Total Expenses
Washtenaw	\$ 654,146.00	\$ 1,640,537.81	\$ -	\$ 6,318,924.66	\$ -	\$ 654,146.00	\$ 1,640,537.81	\$ -	\$ 6,318,924.66	\$ -	\$ 8,613,608.47
Wayne - Conference of Eastern Wayne	\$ 95,460.30	\$ 208,591.55	\$ -	\$ 1,163,196.32	\$ -	\$ 95,487.30	\$ 208,591.55	\$ -	\$ 1,163,196.32	\$ -	\$ 1,467,275.17
Wayne - Conference of Western Wayne	\$ 742,032.00	\$ 2,096,289.00	\$ -	\$ 10,291,336.00	\$ 5,542,178.00	\$ 742,032.00	\$ 2,096,279.00	\$ -	\$ 10,291,336.00	\$ 5,542,178.00	\$ 18,671,837.00
Wayne- Detroit Service District	\$ 3,662,211.68	\$ -	\$ -	\$ -	\$ -	\$ 7,038,827.12	\$ -	\$ -	\$ 21,193,248.62	\$ -	\$ 27,872,991.74
Wayne - Downriver Community Conference/Mutual Aid	\$ 1,933,500.08	\$ -	\$ -	\$ 6,781,822.56	\$ 188,148.51	\$ 1,209,294.22	\$ -	\$ -	\$ 6,781,822.56	\$ -	\$ 1,209,294.22
Wexford	\$ 171,839.00	\$ 905,047.00	\$ -	\$ -	\$ 464.00	\$ 171,839.00	\$ 905,047.00	\$ -	\$ -	\$ 37,201.00	\$ 1,114,087.00
Totals	\$ 30,031,380.93	\$ 104,820,318.85	\$ 65,005,505.57	\$ 68,449,208.94	\$ 50,782,552.70	\$ 36,979,426.35	\$ 96,523,731.65	\$ 54,906,724.82	\$ 86,090,917.40	\$ 43,771,162.77	\$ 294,011,425.77

Appendix C
COUNTY FINANCIAL INFORMATION

As reported by the counties:



Appendix D

MICHIGAN 911 COUNTY SURCHARGES

As compiled by Michigan Public Service Commission Staff

Rates effective July 1, 2023

County	Technical Charge: Recurring*	Technical Charge: Nonrecurring*	County Charge**	Total
Alcona	\$0.69	\$0.04	\$3.00	\$3.73
Alger	\$0.69	\$0.04	\$0.42	\$1.15
Allegan	\$0.69	\$0.04	\$3.00	\$3.73
Alpena	\$0.69	\$0.04	\$3.00	\$3.73
Antrim	\$0.69	\$0.04	\$ -	\$0.73
Arenac	\$0.69	\$0.04	\$0.42	\$1.15
Baraga	\$0.69	\$0.04	\$0.42	\$1.15
Barry	\$0.69	\$0.04	\$ -	\$0.73
Bay	\$0.69	\$0.04	\$ -	\$0.73
Benzie	\$0.69	\$0.04	\$3.00	\$3.73
Berrien	\$0.69	\$0.04	\$0.42	\$1.15
Branch	\$0.69	\$0.04	\$2.94	\$3.67
Calhoun	\$0.69	\$0.04	\$0.60	\$1.33
Cass	\$0.69	\$0.04	\$1.39	\$2.12
Charlevoix	\$0.69	\$0.04	\$0.61	\$1.34
Cheboygan	\$0.69	\$0.04	\$0.61	\$1.34
Chippewa	\$0.69	\$0.04	\$2.25	\$2.98
Clare	\$0.69	\$0.04	\$1.75	\$2.48
Clinton	\$0.69	\$0.04	\$1.50	\$2.23
Crawford	\$0.69	\$0.04	\$2.35	\$3.08
Delta	\$0.69	\$0.04	\$0.80	\$1.53
Dickinson	\$0.69	\$0.04	\$0.68	\$1.41
Eaton	\$0.69	\$0.04	\$1.65	\$2.38
Emmet	\$0.69	\$0.04	\$0.61	\$1.34
Genesee	\$0.69	\$0.04	\$1.86	\$2.59
Gladwin	\$0.69	\$0.04	\$0.51	\$1.24
Gogebic	\$0.69	\$0.04	\$2.50	\$3.23
Grand Traverse	\$0.69	\$0.04	\$2.50	\$3.23
Gratiot	\$0.69	\$0.04	\$3.00	\$3.73
Hillsdale	\$0.69	\$0.04	\$3.00	\$3.73
Houghton	\$0.69	\$0.04	\$1.10	\$1.83
Huron	\$0.69	\$0.04	\$2.20	\$2.93
Ingham	\$0.69	\$0.04	\$1.80	\$2.53
Ionia	\$0.69	\$0.04	\$3.00	\$3.73
Iosco	\$0.69	\$0.04	\$0.20	\$0.93
Iron	\$0.69	\$0.04	\$ -	\$0.73
Isabella	\$0.69	\$0.04	\$3.00	\$3.73
Jackson	\$0.69	\$0.04	\$1.50	\$2.23
Kalamazoo	\$0.69	\$0.04	\$0.42	\$1.15
Kalkaska	\$0.69	\$0.04	\$2.52	\$3.25
Kent	\$0.69	\$0.04	\$1.15	\$1.88
Keweenaw	\$0.69	\$0.04	\$ -	\$0.73
Lake	\$0.69	\$0.04	\$ -	\$0.73
Lapeer	\$0.69	\$0.04	\$2.29	\$3.02
Leelanau	\$0.69	\$0.04	\$0.42	\$1.15

County	Technical Charge: Recurring*	Technical Charge: Nonrecurring*	County Charge**	Total
Lenawee	\$0.69	\$0.04	\$3.00	\$3.73
Livingston	\$0.69	\$0.04	\$1.85	\$2.58
Luce	\$0.69	\$0.04	\$0.99	\$1.72
Mackinac	\$0.69	\$0.04	\$2.50	\$3.23
Macomb	\$0.69	\$0.04	\$0.42	\$1.15
Manistee	\$0.69	\$0.04	\$ -	\$0.73
Marquette	\$0.69	\$0.04	\$0.42	\$1.15
Mason	\$0.69	\$0.04	\$2.09	\$2.82
Mecosta	\$0.69	\$0.04	\$3.00	\$3.73
Menominee	\$0.69	\$0.04	\$2.12	\$2.85
Midland	\$0.69	\$0.04	\$ -	\$0.73
Missaukee	\$0.69	\$0.04	\$3.00	\$3.73
Monroe	\$0.69	\$0.04	\$2.00	\$2.73
Montcalm	\$0.69	\$0.04	\$2.85	\$3.58
Montmorency	\$0.69	\$0.04	\$3.00	\$3.73
Muskegon	\$0.69	\$0.04	\$2.75	\$3.48
Newaygo	\$0.69	\$0.04	\$3.00	\$3.73
Oakland	\$0.69	\$0.04	\$0.42	\$1.15
Oceana	\$0.69	\$0.04	\$2.09	\$2.82
Ogemaw	\$0.69	\$0.04	\$1.38	\$2.11
Ontonagon	\$0.69	\$0.04	\$0.51	\$1.24
Osceola	\$0.69	\$0.04	\$3.00	\$3.73
Oscoda	\$0.69	\$0.04	\$0.45	\$1.18
Otsego	\$0.69	\$0.04	\$1.72	\$2.45
Ottawa	\$0.69	\$0.04	\$ -	\$0.73
Presque Isle	\$0.69	\$0.04	\$2.50	\$3.23
Roscommon	\$0.69	\$0.04	\$ -	\$0.73
Saginaw	\$0.69	\$0.04	\$2.65	\$3.38
Sanilac	\$0.69	\$0.04	\$0.44	\$1.17
Schoolcraft	\$0.69	\$0.04	\$0.42	\$1.15
Shiawassee	\$0.69	\$0.04	\$2.65	\$3.38
St. Clair	\$0.69	\$0.04	\$0.60	\$1.33
St. Joseph	\$0.69	\$0.04	\$0.42	\$1.15
Tuscola	\$0.69	\$0.04	\$2.03	\$2.76
Van Buren	\$0.69	\$0.04	\$3.00	\$3.73
Washtenaw	\$0.69	\$0.04	\$0.43	\$1.16
Wayne:				
Detroit Emergency	\$0.69	\$0.04	\$0.42	\$1.15
Downriver	\$0.69	\$0.04	\$0.42	\$1.15
Wayne, Conf. East	\$0.69	\$0.04	\$0.42	\$1.15
Wayne, Conf. West	\$0.69	\$0.04	\$0.42	\$1.15
Wexford	\$0.69	\$0.04	\$3.00	\$3.73

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.

For questions, contact [Mr. Josh McConkie](#)

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 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

Name	2019	2020	2021	2022	2023
Alcona County Central Dispatch	\$ 8,978	\$ 7,429	\$ 7,384	\$ 8,201	\$ -
Alger County Sheriff Department	\$ 1,283	\$ 2,123	\$ 4,219	\$ 4,687	\$ 4,957
Allegan County Central Dispatch	\$ 26,934	\$ 22,285	\$ 22,151	\$ 25,775	\$ 26,025
Alpena County E911/Central Dispatch	\$ 11,543	\$ 9,550	\$ 9,494	\$ 10,545	\$ 11,153
Antrim County Central Dispatch	\$ 11,543	\$ 9,550	\$ 9,494	\$ 11,716	\$ 11,153
Barry County Central Dispatch	\$ 20,521	\$ 16,979	\$ 17,932	\$ 21,088	\$ 21,068
Bay County Central Dispatch	\$ 32,064	\$ 26,530	\$ 24,261	\$ 25,775	\$ 23,546
Benzie County Central Dispatch	\$ -	\$ -	\$ 8,439	\$ 8,201	\$ 9,914
Berkley Department of Public Safety	\$ 5,130	\$ 4,245	\$ 6,329	\$ 9,372	\$ 9,914
Berrien County Public Safety Communication Center	\$ 44,890	\$ 36,081	\$ 33,755	\$ 38,662	\$ 39,656
Birmingham Police Department	\$ 12,825	\$ 11,673	\$ 10,549	\$ 12,887	\$ 12,392
Bloomfield Hills Police Department	\$ 6,413	\$ 5,306	\$ 5,274	\$ 4,687	\$ 6,196
Bloomfield Township Police Dept.	\$ 17,956	\$ 13,796	\$ 12,658	\$ 15,230	\$ 16,111
Branch County Central Dispatch	\$ -	\$ -	\$ -	\$ -	\$ 12,392
Brownstown Township Police Dept.	\$ 5,130	\$ 4,245	\$ 4,219	\$ 4,687	\$ 4,957
Calhoun County Consolidated Dispatch Authority	\$ 41,042	\$ 33,958	\$ 33,755	\$ 37,490	\$ 35,939
Canton Township Department of Public Safety	\$ 23,087	\$ 18,040	\$ 18,987	\$ 19,917	\$ 21,068
Cass County Sheriff Department	\$ 12,825	\$ 11,673	\$ 11,604	\$ 12,887	\$ 13,632
Center Line Police Department	\$ 5,130	\$ 4,245	\$ 4,219	\$ 4,687	\$ 4,957
Central Michigan University	\$ 7,695	\$ 6,367	\$ 5,274	\$ -	\$ -
Charlevoix, Cheboygan and Emmet Central Dispatch	\$ -	\$ 16,979	\$ 17,932	\$ -	\$ 18,589
Chelsea Police Department	\$ 5,130	\$ 4,245	\$ 4,219	\$ -	\$ -
Chesterfield Township Police Dept.	\$ 10,260	\$ 8,490	\$ 8,439	\$ 10,545	\$ 11,153
Chippewa County Central Dispatch	\$ 15,390	\$ 13,796	\$ 12,658	\$ 15,230	\$ 13,632
Clare County Central Dispatch	\$ 12,825	\$ 10,612	\$ 10,549	\$ 10,545	\$ 12,392
Clay Township Police Department	\$ 6,413	\$ 5,306	\$ 5,274	\$ 5,858	\$ 4,957
Clinton County Central Dispatch	\$ 17,956	\$ 14,856	\$ 14,768	\$ 16,402	\$ 18,589
Crawford Emergency Central Dispatch	\$ 6,413	\$ 6,367	\$ 6,329	\$ 7,029	\$ 2,636
Dearborn Heights Police Department	\$ 8,978	\$ -	\$ -	\$ 10,545	\$ -
Dearborn United Dispatch Center	\$ 33,986	\$ 32,897	\$ 36,919	\$ 42,176	\$ 40,896
Delta County Central Dispatch	\$ 11,543	\$ 9,550	\$ 10,549	\$ -	\$ 13,632
Detroit Emergency Telephone District	\$ 200,081	\$ 157,057	\$ 95,990	\$ 147,617	\$ 136,319
Dickinson County Central Dispatch	\$ 12,825	\$ 9,550	\$ 10,549	\$ -	\$ 11,153
Downriver Central Dispatch	\$ 14,108	\$ 12,735	\$ 11,604	\$ -	\$ -
Eastern Michigan University DPS	\$ 10,260	\$ 8,490	\$ 8,439	\$ 9,372	\$ 9,914
Eaton County Central Dispatch	\$ 26,934	\$ 22,285	\$ 22,151	\$ 23,431	\$ 26,025
Farmington Hills Police Department	\$ 21,804	\$ 18,040	\$ 17,932	\$ 21,088	\$ 23,546
Fenton Police Department	\$ 6,413	\$ 5,306	\$ 5,274	\$ 5,858	\$ 6,196
Ferndale Police Department	\$ 8,978	\$ 6,367	\$ 5,274	\$ 8,201	\$ 9,914
Flat Rock Police Department	\$ 1,283	\$ -	\$ -	\$ -	\$ -
Genesee County 9-1-1 Authority	\$ 74,389	\$ 58,366	\$ 61,180	\$ 64,436	\$ 68,160
Gibraltar Police Department	\$ 5,130	\$ 4,245	\$ -	\$ -	\$ 4,957
Gladwin County Central Dispatch	\$ 14,108	\$ 11,673	\$ 11,604	\$ 11,716	\$ 12,392
Grand Rapids Police Department	\$ 55,151	\$ 43,510	\$ 39,029	\$ 44,519	\$ 49,571
Grand Traverse County Central Dispatch	\$ 26,934	\$ 21,224	\$ 21,096	\$ 23,431	\$ 22,307

Name	2019	2020	2021	2022	2023
Gratiot County Central Dispatch	\$ 12,825	\$ 10,612	\$ 11,604	\$ 12,887	\$ 12,392
Grosse Ile Township Police Dept.	\$ -	\$ 5,306	\$ 5,274	\$ 5,858	\$ 6,196
Grosse Pointe Farms DPS	\$ 7,695	\$ 5,306	\$ 5,274	\$ 5,858	\$ 7,435
Grosse Pointe Park DPS	\$ -	\$ 4,245	\$ 4,219	\$ 4,687	\$ 4,957
Grosse Pointe Woods Department of Public Safety	\$ 5,130	\$ 4,245	\$ 4,219	\$ 4,687	\$ 4,957
Hamtramck Police Department	\$ 6,413	\$ 5,306	\$ -	\$ 5,858	\$ 8,675
Hazel Park Police Department	\$ -	\$ 3,183	\$ -	\$ 3,515	\$ -
Hillsdale County Central Dispatch	\$ 19,239	\$ 14,856	\$ 13,713	\$ 15,230	\$ 16,111
Huron County Central Dispatch	\$ 15,390	\$ 12,735	\$ 11,244	\$ 12,887	\$ 13,632
Huron Township PD	\$ 7,695	\$ 7,429	\$ 7,384	\$ 7,029	\$ 8,675
Ingham County 911 Central Dispatch	\$ 71,824	\$ 58,366	\$ 56,961	\$ -	\$ -
Ionia County Central Dispatch	\$ 17,956	\$ 14,856	\$ 14,768	\$ 15,230	\$ 18,589
Iosco County Central Dispatch	\$ 14,108	\$ 11,673	\$ 10,549	\$ -	\$ -
Iron County Central Dispatch	\$ 12,825	\$ 11,673	\$ 10,549	\$ 11,716	\$ 11,153
Isabella County Central Dispatch	\$ 17,956	\$ 13,796	\$ 12,658	\$ 14,059	\$ 14,871
Jackson County Central Dispatch	\$ 28,217	\$ 24,408	\$ 23,206	\$ 23,431	\$ 26,025
Kalamazoo County Consolidated Dispatch Authority	\$ 48,738	\$ 44,570	\$ 46,413	\$ 53,892	\$ 55,767
Kalkaska County Central Dispatch	\$ 8,978	\$ 6,367	\$ 6,329	\$ 7,029	\$ 6,196
Kent County Sheriff Dept.	\$ 65,411	\$ 62,610	\$ 62,235	\$ 72,638	\$ 76,834
Lake County Central Dispatch	\$ -	\$ 9,550	\$ 11,604	\$ 11,716	\$ 12,392
Lapeer County Central Dispatch	\$ 21,804	\$ 18,040	\$ 18,987	\$ 21,088	\$ 21,068
Leelanau County	\$ 14,108	\$ 11,673	\$ 11,604	\$ 14,059	\$ 13,632
Lenawee County Sheriffs Office	\$ 21,804	\$ 19,102	\$ 18,987	\$ 21,088	\$ 21,068
Livingston County Central Dispatch	\$ 35,912	\$ 30,775	\$ 35,865	\$ 37,490	\$ -
Livonia Police Department	\$ 14,108	\$ 11,673	\$ 10,549	\$ 12,887	\$ 16,111
Macomb County Sheriff's Office	\$ 67,976	\$ 60,489	\$ 62,235	\$ 70,294	\$ 75,595
Madison Heights Police Department	\$ 10,260	\$ 8,500	\$ 8,439	\$ -	\$ -
Manistee County Central Dispatch	\$ 12,825	\$ 9,550	\$ 10,549	\$ 12,887	\$ 13,632
Marquette County Central Dispatch	\$ 16,674	\$ 13,796	\$ 13,713	\$ 14,059	\$ 16,111
Mason/Oceana 911	\$ 19,239	\$ 16,979	\$ 16,878	\$ 19,917	\$ 19,829
Meceola Consolidated Central Dispatch Authority	\$ 20,521	\$ 16,979	\$ 15,823	\$ 18,745	\$ 18,589
Menominee County 911 Central Dispatch	\$ 12,825	\$ 10,612	\$ 10,549	\$ 10,545	\$ 9,914
Michigan State Police - 2nd District Regional	\$ 37,194	\$ 29,714	\$ 29,535	\$ 32,804	\$ 32,221
Michigan State Police - Gaylord	\$ 25,652	\$ 21,223	\$ 23,206	\$ 24,603	\$ 27,264
Michigan State Police - Negaunee Reg. Disp.	\$ 29,499	\$ 24,408	\$ 23,206	\$ -	\$ 24,786
Midland County Central Dispatch	\$ 21,804	\$ 16,979	\$ 15,823	\$ 17,574	\$ -
Milan Police Department	\$ 5,130	\$ 4,245	\$ 4,219	\$ 1,938	\$ -
Missaukee County Sheriff Department	\$ 6,413	\$ 5,306	\$ 5,274	\$ 5,858	\$ 7,435
Monroe County Central Dispatch	\$ 30,782	\$ 23,346	\$ 22,151	\$ 23,431	\$ 24,786
Montcalm County Central Dispatch	\$ 21,804	\$ 18,040	\$ 17,932	\$ 19,917	\$ 21,068
Montmorency County Central Dispatch Center	\$ 6,413	\$ -	\$ 5,274	\$ -	\$ 6,196
Muskegon County Central Dispatch 9-1-1	\$ 42,324	\$ 31,836	\$ 33,755	\$ 39,834	\$ 42,135
Newaygo County 911 Central Dispatch	\$ 14,108	\$ 11,673	\$ 12,658	\$ 12,887	\$ 14,871
Niles Police Department	\$ 8,978	\$ 7,429	\$ 7,384	\$ -	\$ -
Northville Township Department of Public Safety	\$ 14,108	\$ 10,612	\$ 10,549	\$ 11,716	\$ -
Novi Police Department	\$ 15,390	\$ 12,735	\$ 15,823	\$ 17,574	\$ 16,111
Oak Park Department of Public Safety	\$ 7,695	\$ 6,367	\$ 6,329	\$ 7,029	\$ 7,435
Oakland County Sheriff Office	\$ 92,345	\$ 75,345	\$ 71,729	\$ 79,667	\$ 90,467
Ogemaw County Emergency Dispatch Authority	\$ 12,825	\$ 11,673	\$ 10,549	\$ 12,887	\$ 12,392
Oscoda County Sheriff Department	\$ 6,413	\$ 4,245	\$ 4,219	\$ 4,687	\$ -
Ottawa County Central Dispatch Authority	\$ 48,738	\$ 37,142	\$ 39,029	\$ 42,176	\$ 42,135
Plymouth Community Communications Center	\$ 14,108	\$ 11,673	\$ 12,658	\$ 14,059	\$ 14,871
Presque Isle Central Dispatch	\$ 5,130	\$ 4,245	\$ -	\$ 4,687	\$ 4,957

Name	2019	2020	2021	2022	2023
Redford Township Police Dept.	\$ 7,695	\$ 4,245	\$ 4,219	\$ 4,687	\$ 4,957
Richmond Police Department	\$ 6,413	\$ 5,306	\$ 5,274	\$ 5,858	\$ 6,196
River Rouge Police Department	\$ 3,848	\$ 3,183	\$ -	\$ -	\$ -
Riverview Police Department	\$ -	\$ -	\$ -	\$ -	\$ 2,478
Rochester Police Department	\$ 6,413	\$ 5,306	\$ 5,274	\$ -	\$ 6,196
Rockwood Police Department	\$ 5,130	\$ 4,245	\$ 4,219	\$ 4,687	\$ 4,957
Romeo Police Department	\$ 5,130	\$ 4,245	\$ 4,219	\$ 4,687	\$ 4,957
Romulus Police Department	\$ 6,413	\$ 5,306	\$ 6,329	\$ 7,029	\$ 6,196
Roscommon County Central Dispatch	\$ 15,390	\$ 12,735	\$ 12,658	\$ 12,887	\$ 14,871
Royal Oak Police Department	\$ 15,390	\$ 13,796	\$ 13,713	\$ 16,402	\$ 16,111
Saginaw County Central Dispatch	\$ 44,890	\$ 33,958	\$ 31,645	\$ -	\$ -
Saline Police Department	\$ 5,130	\$ 4,245	\$ 3,165	\$ 4,687	\$ 4,957
Sanilac County Central Dispatch	\$ 12,825	\$ 10,612	\$ 10,549	\$ 11,716	\$ 12,392
Shelby Township Police Dept.	\$ 14,108	\$ 11,673	\$ 11,604	\$ -	\$ 14,871
Shiawassee County Central Dispatch	\$ 14,108	\$ 11,673	\$ 10,549	\$ -	\$ -
South East Regional Emergency Services Authority	\$ 32,064	\$ 27,591	\$ 28,480	\$ 29,289	\$ 28,503
Southfield Dept. of Public Safety	\$ 19,239	\$ 18,040	\$ 17,932	\$ 19,917	\$ 16,111
St. Clair County Central Dispatch	\$ 26,934	\$ 21,224	\$ 24,261	\$ -	\$ -
St. Joseph County Central Dispatch	\$ 19,239	\$ 16,979	\$ 15,823	\$ 16,402	\$ 18,589
Taylor Police Department	\$ 12,825	\$ 10,612	\$ 9,494	\$ 11,716	\$ 11,153
Trenton Police Department	\$ 6,413	\$ 4,245	\$ 4,219	\$ -	\$ -
Troy Police Department	\$ 21,804	\$ 19,102	\$ 18,987	\$ 22,260	\$ 22,307
Tuscola County Central Dispatch	\$ 16,674	\$ 13,796	\$ 11,604	\$ 14,059	\$ 14,871
University of Michigan DPSS Dispatch Operations	\$ 32,064	\$ -	\$ 24,261	\$ 24,603	\$ 23,546
Utica Police Department	\$ -	\$ -	\$ -	\$ -	\$ 4,957
Van Buren County Central Dispatch	\$ 19,239	\$ 14,856	\$ 14,768	\$ 17,574	\$ 17,350
Van Buren Township Public Safety	\$ 12,825	\$ 10,612	\$ 10,549	\$ 11,716	\$ 12,392
Warren Police Department	\$ 26,934	\$ 23,346	\$ 22,151	\$ 21,088	\$ 19,829
Washtenaw County Sheriff's Office Metro Dispatch	\$ 42,324	\$ 36,081	\$ 36,919	\$ 41,005	\$ 38,417
Waterford Township Police Department	\$ 14,108	\$ 11,673	\$ 12,658	\$ 14,059	\$ 14,871
Wayne County Airport Authority	\$ 25,652	\$ 22,285	\$ 20,042	\$ 25,775	\$ 28,503
West Bloomfield Police Department	\$ 15,390	\$ 12,735	\$ 12,658	\$ 15,230	\$ 12,392
Wexford County Central Dispatch	\$ 11,543	\$ 9,550	\$ 9,494	\$ 10,545	\$ 11,153
White Lake Twp. Police Department	\$ 7,695	\$ 6,367	\$ 6,329	\$ 5,858	\$ 7,435
Totals	\$2,523,439	\$2,083,139	\$2,035,484	\$2,042,823	\$2,123,014

ALLOWABLE/DISALLOWABLE USAGE OF 911 SURCHARGE FUNDS

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 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
Employee Recognition	

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, IT technical support who is also non-911 technical support) 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 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
- Technological innovations that support 911
- Quality Assurance/Quality Improvement
- Software

Vehicle costs (911 staff vehicle, pool car, mileage reimbursement, fuel, etc.).

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

Professional Services

Attorneys	Consultants	Insurance
Architects	Auditor	IT Support

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

Miscellaneous

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 (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 911 including 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 including addressing personnel

Emergency Telephone Service Committee - 6/21/2005
State 911 Committee revised - 6/23/2009
State 911 Committee revised - 9/13/2023
State 911 Committee revised - 10/6/2023
Effective Date - 1/15/2024

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.

Geospatial Call Routing

Also known as Location-based routing (LBR). The use of Emergency Call Routing Function (ECRF) and Graphical Information System (GIS) data to route an emergency call to the appropriate PSAP or emergency service provider based on the civic location or geographic coordinates provided with the call.

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](#)