



NG911 – A Michigan and National Update

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Michigan 911 Emerging Technology Forum

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What Is P.A. 51 of 2018?

- Recommendations developed by Legislative Action Subcommittee (LAS) in May of 2016.
- Adopted by the State 911 Committee (SNC) in June of 2016.
- Provided in the Annual Report to the Legislature in August of 2016.
- Introduced as SB 400 and HB 4651 in May of 2017.
- Passed the Michigan Senate in December of 2017.
- Full House vote was February 14, 2018.
- Senate concurrence was February 27, 2018.

Key Components of the SNC's 2016 recommendations.

- Create a definition for IP-based 911 service providers.
- Increase the State 911 fee from \$0.19 to \$0.25.
- Adjust the amount collected by retailers from 1.92% to 2.13%.
- Increase the county board of commissioner levy from \$0.42 to \$0.55.
- Provide the State 911 Committee with standing to take legal action if 911 fees are not paid into the fund.
- Changes to auditing:
 - Requires counties, not just PSAPs, to ascertain auditing of 911 funds.
 - Change State 911 Fund audit by the Office of the Auditor General to a biennial cycle, rather than an annual one.
- Create a fund (I-Fund) that allows the SNC to approve payment for IP-based 911 network costs that meets standards for redundancy, security, and reliability.
- Also creates a “windfall” provision requiring any revenue in excess of \$37 million to be directed to the I-Fund.

Original SNC Funding Recommendations

- Estimated annual prepaid at 4.19% = \$18.4m annually
- Estimated annual postpaid at \$0.25 = \$26.4m annually
- Total annual estimate = \$44.8m annually

New 65% to counties (approx. \$24,050,000)

Now 82.5% to counties (approx. \$23,512,130)

New 3.5% to U-14000 Fund (approx. \$1,295,000)

Now 7.75% to U-14000 Fund (approx. \$2,208,715)

New 5.5% for training (approx. \$2,035,000)

Now 6% for training (approx. \$1,709,973)

New 1.5% to MSP for Regional 911 center (approx. \$555,000)

Now 1.88% to MSP for Regional 911 center (approx. \$535,791)

New 3% to State 911 Office (approx. \$1,110,000)

Now 1.87% to State 911 Office (approx. \$532,941)

New 21.5% to I-Fund (approx. \$7,955,000)+ the estimated funds above \$37M (\$7,800,000) = \$15,755.000 for the NG911 network

Final Funding Projections

- Estimated annual prepaid at 5% = \$20.3m annually (an increase of \$11.7m)
- Estimated annual postpaid at \$0.25 = \$26.4m annually (an increase of \$6.4m)
- Total annual estimate = \$46.7m annually (total increase of \$18.1m)

New 65% to counties (approx. \$24,050,000)

Now 82.5% to counties (approx. \$23,512,130)

New 5.5% for training (approx. \$2,035,000)

Now 6% for training (approx. \$1,709,973)

New 1.5% to MSP for regional 911 center (approx. \$555,000)

Now 1.88% to MSP for regional 911 center (approx. \$535,791)

New 2.44% to State 911 Office (approx. \$902,800)

Now 1.87% to State 911 Office (approx. \$532,941)

New 25.56% to U-14000 and NG911 (approx. \$9,457,200)

New “spillover” the estimated funds above \$37m (approx. \$9,700,000)

Total for U-14000 and NG911 network e + f = \$19,157,200 to I-Fund for NG911

Provisions of P.A. 51 of 2018

- The creation of a definition for IP-based 911 service providers.
- Increased the monthly State 911 fee from \$0.19 to \$0.25.
- Adjusted the amount collected by retailers for pre-paid services from 1.92% to 5%. This keeps prepaid contributions equitable with the changing State 911 fee and reflects the change in average revenue per unit (ARPU) from the \$50 ARPU that was used in 2006 to the 2015 ARPU of \$26.94.
 - Both changes required notice to over 700 communications providers and retailers statewide.
 - Prepaid effective immediately (March 8).
 - Postpaid effective in 60 days (May 8).
 - Notice for July 1 local changes will be issued June 1.
- Kept the maximum monthly amount county board of commissioners can levy solely by resolution at \$0.42, rather the \$0.55 the SNC recommended.
- Allows a county or a service district to change 911 service providers in the 911 Plan by a board resolution.

Provisions of P.A. 51 of 2018

- Makes the technical fee consistent across the State of Michigan.
- Provides the Michigan Public Service Commission (MPSC) with standing to take action if 911 fees are not reported, charged, collected or remitted into the fund. Requires the State 911 Committee (SNC) to report instances of non-payment and provide the supporting documentation to MPSC for appropriate action.
- Changes auditing to require counties, not just PSAPs, to ascertain that the auditing of 911 funds is conducted. The State 911 Fund audit by the Office of the Auditor General is changed from an annual to a biennial cycle.
- Requires a case to be heard at the MPSC that establishes the process for NG911 reimbursements for recurring and non-recurring network costs for IP-911 providers that meet NENA i3 standards for NG911.
- Counties and 911 service districts seeking to have its IP-based 911 network costs reimbursed, by the State of Michigan under the act, will need to provide the commission with documentation that it has gone through a competitive bid process.

Provisions of P.A. 51 of 2018

- Requires the MPSC to issue a report to the legislature and governor by December 1, 2020. The report must contain the following information:
 - The total costs incurred by counties or 911 service districts that have transitioned to an IP-based 911 service provider.
 - The estimated transition costs to be incurred by counties or 911 service districts that have not transitioned to an IP-based 911 service provider and the estimated dates for transition.
 - The estimated ongoing annual costs of operating the 911 network after the transition to an IP-based 911 service provider has been completed by all counties or 911 service districts that chose to transition.
 - The current 911 funding system revenues as reported by the SNC.
 - Estimated costs of operating the IP-based 911 network including those not yet deployed.
- Provides the State 911 Office with the funding levels to maintain its current level of services to the 911 community and to automate its processes. MPSC will be reviewing expenses, not the State 911 Office - so no additional funding for staff. Automation includes: the dispatcher training standards database, the PSAP training fund application and course approval processes, the counties' and providers' annual data and contact reporting, and the creation of a streamlined data comparison for analytics of 911 fees received.

Provisions of P.A. 51 of 2018

- Provides the State 911 Office with the funding levels to maintain its current level of services to the 911 community and to automate its processes.

- While not part of the legislation, the State 911 Office automation project includes:
 - * Dispatcher training standards database
 - * PSAP training fund application process
 - * Course approval processes
 - * Counties' annual data and funding reporting
 - * Providers' contact reporting
 - * Creation of streamlined data analytics for 911 fees received

- Some pieces of the new statute that need be worked out:
 - Role of SNC to MPSC in NG911 expense approval process
 - Impact on funding formulas with delayed collection for postpaid

Other activity moving Michigan's 911 technology forward.

- Evaluation of what additional data is needed for the GIS Repository.
- Revised Geographic Information System (GIS) Memorandum of Agreement (MOA).
- State can release in aggregate for:
 - A party that is service provider of 911 call routing, call delivery, emergency dispatching, or correlated to 911 emergency management/homeland security that
 - A. Can establish that the data is being used solely for the purposes of 911 and public safety.
 - B. The use and provider is approved by the State 911 Committee's Emerging Technology Subcommittee (ETS).
 - C. The provider has entered into the requisite non-disclosure agreement (NDA) in regard to use of the 911 GIS data received from the repository.
 - Evaluation and approval process in place.
 - Appeal process.
- Multi-Line Telephone Systems (MLTS) – Kari's Law will require some changes be made to the Michigan MLTS Guidelines to reflect the federal requirement of direct outward dialing of 911 from MLTS systems.
- Federal Grant – Release “this spring” will be \$115m nationwide.

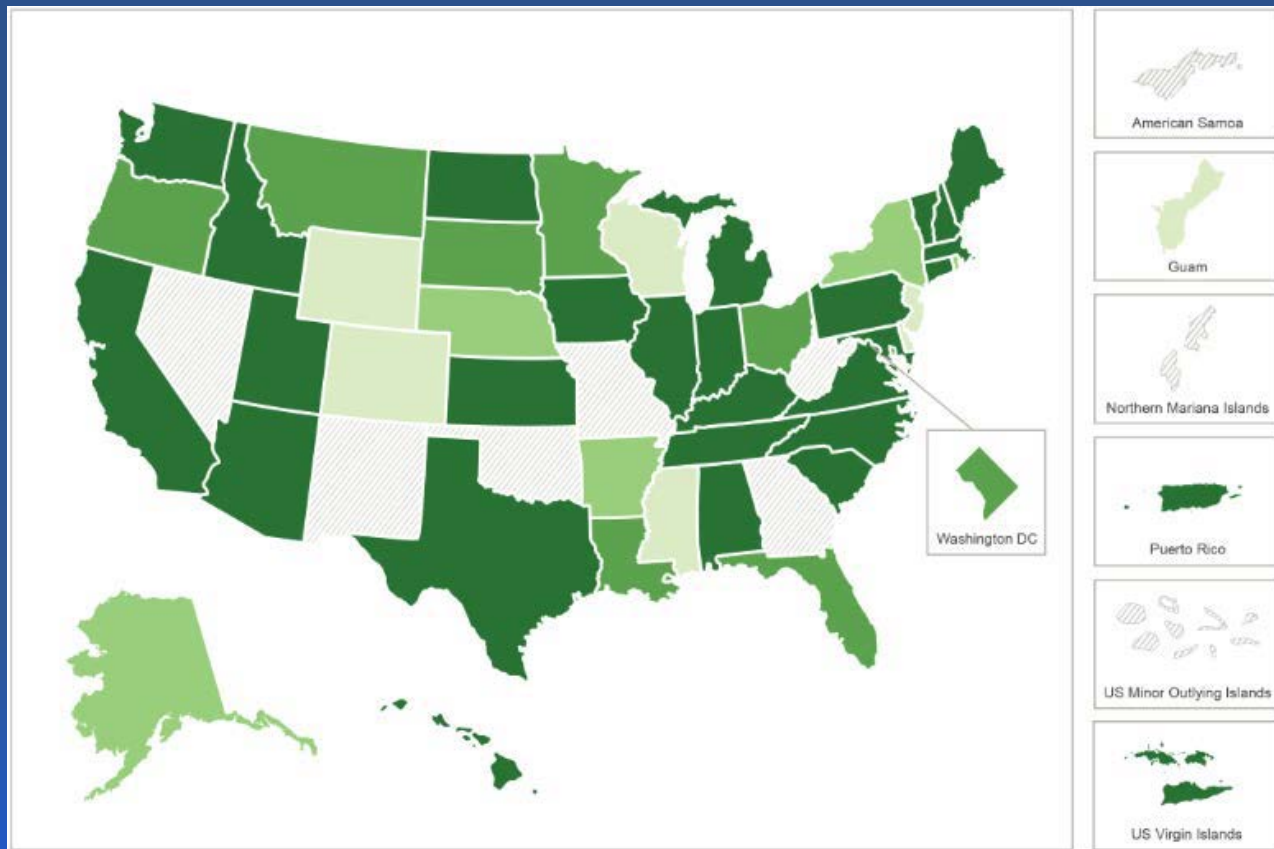
Upcoming 911 Grant Program: Eligible Use of Funds

- Implementation and operation of 911 services, E911 services, migration to an IP-enabled emergency network, and adoption and operation of NG911 services and applications;
- Implementation of IP-enabled emergency services and applications enabled by NG911 services, including the establishment of IP backbone network and the application layer software infrastructure needed to interconnect the multitude of emergency response organizations; and
- Training public safety personnel, including call-takers, first responders, and other individuals and organizations who are part of the emergency response chain in 911 services.

Federal NG911 Grant Program: Other Statutory Requirements

- 60% federal funds and 40% non-federal matching funds.
- Certification that 911 funds have not been diverted for a period beginning 180 days prior to the date of application and continuing through the period of time that funds from grant are available to the applicant.
- Coordination requirements:
 - Designate a single officer/governmental body;
 - Coordinate application with public safety answering points;
 - Establish a plan for coordination and implementation of 911, E911, and NG911 services; and
 - Integrate services involved in the implementation and delivery of 911 services.

2017 NG911 Progress Snapshot

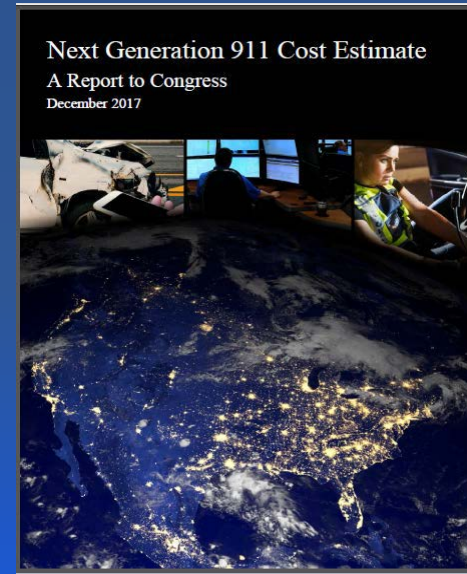


- 28 Dark Green States – some portion of the state can receive and process 911 voice calls using NG911 infrastructure, including ALI & ANI
 - 5 more states than 2016
 - 2 more in progress
- No state has fully implemented NG911
- Colors depict states with some portion at this level – perhaps not the entire state



Other National Activity

- FCC:
 - Accuracy Issues
 - Annual Report to Congress on 911 fees and fee usage
- NENA:
 - Working to have NG911 included in national infrastructure funding
 - OMB is reviewing cost report for NG911, there's no release of the figure until that study has been approved.
- ICO:
 - Developing revisions of:
 - Model State 911 Plan
 - Model State 911 Legislative Language
 - Strategic Plan for Nationally Uniform 911 Data System
 - National NG911 Roadmap/Agenda
 - Dispatcher Assisted CPR
 - NG911 for Leaders in Fire &
 - NG911 for Leaders in EMS



QUESTIONS?

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