

2020

Annual Report to the Michigan Legislature

State 911 Committee

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GRETCHEN WHITMER
GOVERNOR



State of Michigan
STATE 911 COMMITTEE
LANSING

JEFF TROYER
CHAIR

August 3, 2020

Dear Michigan Legislators:

As the Chair of the State 911 Committee (SNC), I am pleased to present the State 911 Committee's Annual Report to the Michigan Legislature. Consistent with Section 412 of P.A. 32 of 1986, as amended, each year the SNC provides the Legislature with data about Michigan's 911 systems. It is the goal of the SNC to provide the Legislature with information about 911 as required by statute, but it is also our goal to provide additional information that is useful to you and the citizens of Michigan. This report also provides 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 State 911 Committee has statutory duties and responsibilities regarding 911 funding and best practices for 911 systems in Michigan. To meet the growing demands and streamline processes, the State 911 Office is successfully continuing its progress on a complex automation project that will enhance tracking and reporting capabilities.

We continue to progress in migrating the 911 system in Michigan to a digital NG911 system. We have provided an outline of the current status of NG911 in Michigan. The SNC also collected data to assist the Michigan Public Service Commission with its legislatively required report on the status and costs of NG911 to the Legislature by December 1, 2020.

The Multi-Line Telephone Systems (MLTS), Michigan Public Act 30 of 2019, requirements deadline for compliance is set for December 31, 2020. The act provides for extensions of time and additional exemptions under certain circumstances. The SNC's MLTS Guidelines and the MLTS Frequently Asked Questions documents on the SNC's website at www.michigan.gov/snc has been updated with a user-friendly flow chart to assist with questions regarding MLTS.

While the world has experienced a tremendous amount of stress this year, Michigan 911 centers have also been faced with a consistent series of high-level emergencies. The State 911 Committee continues to strive to ensure that the 911 services provided to the citizens of Michigan are performed by highly trained and dedicated public safety employees. The 911 community in Michigan is remarkably strong and resilient. Please be proud of our state's progress, willingness, and commitment to the betterment of 911. I would like to take this opportunity to thank you for your support of Michigan 911.

Sincerely,

A handwritten signature in black 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

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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 MCL484.1401, 484.1401a, 484.1401b, 484.1401c, 484.1401d, and 484.1401e, and distributed under MCL484.1408, not later than August 1 of each year. The report shall include, at a minimum, all of the following:

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

All of Michigan's 83 counties are both Phase I and Phase II compliant. At this time, all counties are delivering Enhanced 911 on both wireless and landline communications devices. Currently, 65 counties and the Conference of Western Wayne are providing text-to-911 services. This covers 68.43% of the state's population.

B. The actual 911 service costs incurred by Public Safety Answering Points (PSAPs) and counties. Each county was asked to report 911 costs and any other allowable 911 fund expenditures for calendar year 2019. A detailed list of responses can be found in Appendix A.

The reported annual allowable expenses from 911 surcharge funds by the PSAPs and counties combined was \$118,092,560.80.

Overall, counties reported receiving \$87,128,696.70 in local 911 surcharge funding during 2019. Other funding sources reported included \$81,814,107.72 in general funds, and \$44,118,220.11 from 911 dedicated millage-generated funding. Treasury reported distributing \$24,206,714.00 to counties in state 911 funds from January through December 2019 (see Appendix B).

Even though some landline providers do not participate in the technical surcharge pooling process (based on the annual accounting of the landline providers and the "true up" performed by a contracted quality assurance vendor), reported technical costs in 2019 were \$11,317,021.00.

The cost of wireless 911 delivery to landline service providers (AT&T, Frontier, and Peninsula Fiber Network (PFN)) reimbursed through MCL 484.1408(4)(b), as approved by the Michigan Public Service Commission (MPSC) under Case No. U-14000, totaled \$9,982,558.14 for calendar year 2019. This is an increase of \$6,341,624.89 from the amount reimbursed in 2018.

C. The state 911 fee required under MCL484.1401a and a recommendation of any changes in the state 911 fee amount, or in the distribution percentages under MCL484.1408.

The State 911 Committee (SNC) is making no recommendations to changes in the state 911 fee or the distribution percentages at this time.

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

No providers reported any commercial applications in 2019.

E. The charge allowed under sections MCL484.1401a, 484.1401b, 484.1401c, 484.1401d, and 484.1401e, 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 \$260,174,932.21. A detailed record is set forth in Appendix A and the 911 surcharges for each county are contained in Appendix C.

An Overview of 911 in Michigan

This background helps to give readers an “at-a-glance” picture of the 911 operations in Michigan.

State 911 Committee

The State 911 Committee (SNC) has 21 members representing local public safety, private industry, elected officials, and state services (see Appendix D). 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 of Michigan. The SNC meets quarterly; however, the subcommittees may meet more frequently.

Subcommittees of the SNC include:
911 Training
Certification
Emerging Technology
Legislative Action

What do PSAPs do?

In Michigan, 911 calls are answered at PSAPs. A PSAP is a 24-hour, seven days a week public safety emergency and non-emergency entity that responds to calls for service for police, fire, and/or emergency medical services. PSAPs may also perform other important public safety services such as entry into the Law Enforcement Information Network (LEIN), poison control transfers, and the activation of community alerts.

As of June 1, 2020, there are 136 Primary PSAPs in Michigan, operating at various levels:

- Cities/Municipalities: 61
- County: 64
- Multi-county: 5
- State: 3
- Universities: 3

In 2019, Michigan PSAPs reported answering 6,469,216 calls on 911 lines (wireline, wireless, and Voice Over Internet Protocol (VoIP) combined)

A detailed record of call volumes, as reported by each county, is available in Appendix E.

Under the Emergency 911 Service Enabling Act, 911 is established at the county level by implementing a county 911 plan. Each county determines locally how its 911 operations are funded.

As reported by Michigan counties, funding resources of \$260,174,932.21 include approximately:

- State 911 Fee Distribution Received: \$30,332,993.82 (12%)
- Local 911 Fee Distribution Received: \$87,128,696.70 (33%)
- 911 Millage Receipts: \$44,118,220.11 (17%)
- General Fund Monies: \$81,814,107.72 (31%)
- Other Receipts: \$16,780,913.86 (6%)

Note: Some PSAPs are under the operating budget of a larger public safety entity. In such a situation, some operating costs are not reflected in the reported budget amount.

The “other receipts” figure contains additional revenues such as fees and rental/lease income but may also indicate non-revenue funding such as loans and contracts with other counties using 911 revenue already reported.

Michigan 911 Milestones

Text-to-911:

At the time of this report, there are 65 counties, plus the Conference of Western Wayne, providing text-to-911 services to their citizens. There are also 17 more counties, plus the Downriver Community Conference, the Conference of Eastern Wayne, and the Detroit Service District actively working to implement text-to-911 (see Appendix F). At present, 68.43% of Michigan's population is served by text-to-911 services.

Multi-Line Telephone Systems (MLTS):

In June of 2019, Governor Whitmer signed HB 4249 into law. The law (P.A. 30 of 2019) moves the detailed requirements of MLTS from the MPSC's administrative rules to state statute. The new statute extends the compliance deadline to December 31, 2020. It also provides limited exemptions for small businesses, places of worship, and farms that meet certain definition, square footage, and device number criteria and requirements. It establishes new provisions for other MLTS systems meeting certain square footage and device number criteria. Updated MLTS Guidelines and MLTS Frequently Asked Questions documents were issued by the SNC and are posted on the State 911 website at www.michigan.gov/snc.

Next Generation 911 (NG911):

In 2016, the SNC began reporting on several independent local projects that were being developed throughout the state to create regions for Internet Protocol (IP)-based NG911 systems. Those projects have continued to progress and expand. As of December 31, 2019, 49 counties have deployed the IP-based 911 network provided by PFN with 32 more counties and two Wayne County Service Districts in progress (see Appendix G). There are also four additional counties under contract with PFN for IP-based NG911 deployment. However, the deployment dates for those counties have not yet been reported to the SNC.

NG911 Grant Application:

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

After qualifying in September 2018, at the first step of the two-step process, Michigan was eligible for a \$3.9 million non-competitive NG911 grant. With the support of the SNC and the other statewide 911 organizations (the Michigan Chapters of the Association of Public-Safety Communications Officials (APCO), the National Emergency Number Association (NENA), and the Michigan Communications Directors Association (MCDA)), the State 911 Office completed the second step in March 2019 with a grant submission for \$3.9 million to accomplish the following objectives:

- Customer Premise Equipment (CPE) for PSAPs in need for NG911 CPE (\$2,875,000).
- Upgrade 911 Geographical Information System (GIS) Repository Code (\$487,000).
- Statewide Address Points Gap Fill (\$577,000).

Michigan received the award notice on August 9, 2019. A Technical Advisory Committee was formed and began the process of compiling a subgrant for the local agencies' CPE portion of the grant. Round one of the subgrant process was approved on December 12, 2019. Round two continued in process through February 20, 2020.

Next Generation 911 and Michigan

What is NG911?

Next Generation 911, known as NG911 in the public safety community, is the future framework of 911 call delivery. It is an opportunity to upgrade the ability for people in distress to use modern technology and send data, such as text messages and photos, to help first responders more quickly locate people in need.

NG911 is a closed digital (IP-based) 911 network that is standards-based, scalable, secure, redundant, and built to meet the needs of public safety.

Why do we need to change to NG911?

- The original 911 system, referred to as the legacy system, is reliable and effective, but it was designed for analog, voice-based, landline calls.
- Communications technology has advanced dramatically, with new ways of transmitting information with mobile phones and other devices commonly carried by everyone from children to senior citizens. Public safety also needs to be able to take advantage of new data transmitted by these devices, including photos, videos, text messages, and web-based applications to better respond to people in need.
- The original 911 system is also limited in its ability to transfer calls from jurisdiction to jurisdiction, and to accommodate the advancing technologies and applications commonly used by people to receive information and communicate with one another. In a very mobile society, this is becoming increasingly important.
- To make this happen, changes are being made in technology, policy, and 911 communications management.

Benefits to upgrading to NG911

- Upgrades to the 911 system allow Michigan residents access to 911 and public safety agencies using forms of communication and technology that are most robust, familiar, efficient, and easily accessible.
- Features such as sending texts, pictures, and videos through 911 will provide more information to first responders helping people in distress—this is only possible in a fully deployed NG911 environment.
- The upgrade improves the ability to send callers' critical information such as on-scene accident information and special needs data from the 911 centers to emergency responders.
- NG911 provides more opportunities for sharing data, and for different systems and software applications to communicate, exchange data, and use information that has been exchanged.
- The upgrade also means increased network reliability and flexibility, such as:
 - Increased network reliability with improved network response times and redundant network infrastructure.
 - Direct connectivity for text-to-911.
 - Making it easier to transfer calls from one 911 center to another.
 - The ability to better route calls to additional locations to increase response levels in critical incidents and large-scale events.
 - Future ability to send photos of a crime in progress or the damage caused in a traffic crash along with a 911 call to the 911 center.

911 Training Subcommittee

In 2019, the 911 Training Subcommittee (NTS) held five meetings on the following dates: February 12, February 21, May 15, August 21, and November 6.

NTS members:

- **Mr. Marc Gramlich (Chair)**, State 911 Committee, OnStar
- Mr. Jeff Troyer, State 911 Committee Chair, Kalamazoo County Consolidated Dispatch
- Ms. Karen Chadwick, Grand Rapids Police Department
- Ms. Christine Collom, Clinton County Central Dispatch
- Ms. Cherie Bartram, South East Regional Emergency Services Authority (SERESA)
- Mr. Brian McEachern, Michigan State Police (MSP) Negaunee Regional Dispatch
- Lt. David Aungst, Lenawee County Sheriff's Office
- Ms. Tammy Smith, Ottawa County Central Dispatch
- Mr. Sam Kalef, Troy Police Department
- Ms. Amy Thomas, Montcalm County Central Dispatch Authority
- Ms. Kimberly Grafton, Calhoun County Consolidated Dispatch Authority
- Ms. Melissa Harris, Ingham County 911 Central Dispatch Center
- Ms. Jennifer Robertson, Farmington Hills Police Department

At the February 12, 2019, meeting, the NTS reviewed 127 applications received from Michigan primary PSAPs for dispatcher training funds. Two appeals were heard on February 21, 2019, and both were granted by the NTS (one for a full-time equivalent (FTE) adjustment). Of the 127 applications, 123 PSAPs were approved for training funds equating to a total of 1,963 FTEs. A total of four PSAP applications were denied due to failure to spend down previous years' funds. Two PSAPs received a reduction in their FTE count due to 302-funded officers on their employee worksheets. (See Appendix H for the Allowable/Disallowable Usage of Funds for Training.)

The first distribution of the 2019 Dispatcher Training Fund was distributed on June 11, 2019, at a rate of \$641.53 per FTE, for a total distribution of \$1,259,323.

At the May 15, 2019, NTS meeting, the following issues were discussed:

- Revisions to the 2020 Dispatcher Training Fund Guidelines and Instructions, clarifying a leave of absence, was discussed.
- As required by the SNC bylaws, the State Ethics and Public Entities Act were distributed to the NTS members.
- Three training course evaluations were submitted for NTS review and placed on file in the State 911 Office.

The NTS discussed the following items at the August 21, 2019, meeting:

- Continued discussions regarding revisions to the 2020 Dispatcher Training Fund Guidelines and Instructions.
- The NTS approved a request for students attending an expired 40-hour basic course through Priority Dispatch to receive credit.
- Dearborn Police Department submitted a request to adjust their training fund FTE count from 22 to 31. The 911 center at Westland Police Department closed on July 1, 2019, and the duties were transferred to Dearborn. The request was approved.
- Approval of the FTE count for the November 2019 Dispatcher Training Fund distribution (1,972).
- The 2020 NTS meeting schedule was presented and approved.
- Two training course evaluations were presented for NTS review and placed on file in the State 911 Office.

At the November 6, 2019, meeting, discussions involved:

- Changing the name of this subcommittee was discussed and approved since the position of “dispatcher” is now most often referred to as “telecommunicator”. The name was changed from Dispatcher Training Subcommittee to 911 Training Subcommittee.
- The 2020 Dispatcher Training Fund application forms were reviewed and approved to be presented to the SNC. This included a revision to the leave of absence portion of the Guidelines and Instructions. The SNC approved the application forms and revision at the December 2019 meeting.
- Staff presented training course audit findings to the NTS. The members discussed one provider who had sent in proposed changes/updates to their training course which had been recently reviewed by staff.
- Ms. Karen Chadwick announced her retirement and departure from the NTS. Chair Gramlich announced his last meeting would be February 2020 as he will be leaving the SNC.

The second distribution of Dispatcher Training Funds was distributed on January 9, 2020, at a rate of \$641.04 per FTE for a total distribution of \$1,264,116. (See Appendix I for the PSAP Payment History for Dispatcher Training Funds.)

During 2019, the NTS course review team considered 160 requests for training course approval from various training providers. Of those requests, 159 were approved or renewed, and one was denied.

Dispatcher 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 Dispatcher Training Fund program is to distribute training funds to eligible PSAPs for training 911 center personnel. The funds may be expended only for training expenditures approved by the SNC. A list of approved courses is published by the State 911 Office and is available on the SNC’s website at www.michigan.gov/snc.

The SNC has established guidelines for eligible PSAPs and requires an annual application to establish or maintain eligibility to receive the semi-annual distributions from the Dispatcher Training Fund. Eligibility requirements include:

- Application
- Eligible PSAP (must be a primary PSAP)
- Identification of personnel—date of hire
- Report of expenditures
- Internal accounting

Funds distributed under this program shall be expended by the PSAP for approved training within two calendar years following the year of distribution. For example, funds distributed in the calendar year 2018 would need to be expended by December 31, 2020.

If funds are not expended within the two-year time frame, the PSAP shall be ineligible to receive further distributions of training funds until the balance of funds from the preceding two-year timeframe is expended. For example, if funds distributed in 2018 are not spent, the PSAP shall be ineligible for fund distributions during the calendar year 2021. Eligibility may be restored for the following year’s distribution (2022) by utilizing the funds distributed during the years older than the two-year timeframe.

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

Any funds not expended within five years must be returned to the Dispatcher Training Fund. For example,

funds received by the PSAP in 2018 and not spent by December 31, 2022, must be returned for re-deposit into the dispatcher training fund.

Dispatcher training funds shall be distributed to eligible PSAPs based on the number of FTE 911 personnel employed. Each 2,080 hours worked by full-time and part-time personnel shall be treated as one FTE. The number of eligible PSAP FTEs shall be determined by dividing the total number of paid hours worked by 2,080 and then rounding to the whole number.

The distribution of PSAP Dispatcher Training Funds is calculated by the Michigan Department of Treasury at the time of the distribution. Distributions to eligible recipient PSAPs are determined by dividing the available funds by the total number of FTE's statewide to determine the FTE distribution rate. The FTE distribution rate is then multiplied by the number of FTE's for each eligible PSAP to determine the distribution.

Distributions come from the state 911 fund, which is a mix of prepaid surcharge and the 25-cent state charge. Of those funds, 5.5% is designated for the training funds. Distributions are made in the spring for revenues collected in the last six months of the previous calendar year and in the fall for revenues collected in the first six months of the current calendar year.

Information for this summary was obtained from the Dispatcher Training Fund Guidelines, which can be found in its entirety on the SNC website at www.michigan.gov/snc.

Certification Subcommittee

The Certification Subcommittee met on the following dates in 2019: February 14, May 16, August 15, and November 14. A complete listing of the Certification Subcommittee meeting minutes may be found on the SNC's website at www.michigan.gov/snc.

Certification Subcommittee members:

- **Mr. Rich Feole (Chair)**, State 911 Committee, Calhoun County Consolidated Dispatch Authority
- Mr. Philip Bates, INdigital
- Mr. Ray Hasil, Mason Oceana 911
- Mr. Gary Johnson, Marquette County Central Dispatch
- Mr. Scott Temple, INdigital
- Mr. Robert Stewart, Frontier Communications
- Mr. Vance Stringham, Roscommon County Central Dispatch
- Ms. Phyllis Fuller, PFN
- Mr. Jeremy Ludwig, Allegan County Central Dispatch
- Ms. Joni Harvey, Livingston County Central Dispatch, (with MSP as of 01/26/2020)
- Mr. Greg Clark, Public Member
- Mr. Tim Smith, Ottawa County 911, (January-August)
- Mr. Chris Izvorski, Bay County Central Dispatch, (January-August)
- Ms. Cynthia Fell, Plymouth Township Police Department, (joined in November)
- Ms. Eugenia Cook, Detroit Police Department, (joined in November)
- Mr. Kyle Maury, Washtenaw County Sheriff's Office, (joined in November)
- Mr. Tracy Peter, Hillsdale County Central Dispatch, (joined in November)

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

- 911 compliance reviews of counties/PSAPs.
- Recommending the criteria established by the SNC as allowable expenditures. (See Appendix J for the complete Allowable/Disallowable Usage of 911 Surcharge Funds.)
- Reviewing county 911 plans.
- Making recommendations to the SNC for quarterly certifications for 911 fund distribution.
- An initial place for appeals for expenditure issues.

As stated above, the Certification Subcommittee is tasked with conducting compliance reviews, which is the process of examining a county/PSAP's accounting and use of 911 funds collected under P.A. 32 of 1986. There are three different types of reviews:

- **For cause reviews** 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 reviews** will be conducted as determined by the SNC (through a random draw process by the Certification Subcommittee) for the following reasons:
 - To develop best practices regarding the implementation of 911 services and ongoing operation processes.
 - To assure compliance with the Emergency Services Order and the 911 Act.
 - Other reviews deemed appropriate by the SNC.
- **By request reviews** made through a county's chief administrative official, chair of an SNC subcommittee, or other appropriate authority may be conducted upon the approval of the SNC. Requests will be made to the Certification Subcommittee and approved on a per county basis.

The following is a brief overview of compliance reviews conducted during 2019:

1. Shiawassee County: This random review was selected in August 2017. An external audit was requested to determine whether the increase in costs for the Municipal Employees' Retirement System was solely attributed to the 911 employees. The external audit was completed and, as part of the requirements of the report, the funds were returned to the 911 Fund account. The final report was approved by the SNC in September 2019.
2. Kalamazoo County: This random review was selected in August 2018, and a six-month extension was requested due to a consolidation taking place within the county. The final report was approved by the SNC in June 2019.
3. Lapeer County: This random review was selected in December 2018, and the final report was approved by the SNC in June 2019.
4. Delta County: This random review was selected in December 2018, and the final report was approved by the SNC in June 2019.
5. Cass County: This random review was selected in February 2019, and the final report was approved by the SNC in September 2019.
6. Wexford County: This random review was selected in February 2019, and the final report was approved by the SNC in September 2019.
7. Berrien County: This random review was selected in May 2019, and the final report was approved by the SNC in September 2019.
8. Branch County: This random review was selected in May 2019, and the final report was approved by the SNC in December 2019.
9. Missaukee County: This random review was selected in August 2019, and the final report was approved by the SNC in December 2019.
10. Wayne-Conference of Eastern Wayne: This random review was selected in August 2019, and therefore remained open through 2019.
11. Presque Isle County: This random review was selected in August 2019, and therefore remained open through 2019.
12. St. Clair County: This random review was selected in December 2019, and therefore remained open through 2019.
13. St. Joseph County: This random review was selected in December 2019, and therefore remained open through 2019.
14. Wayne-Detroit Service District: This random review was selected in December 2019, and therefore remained open through 2019.

Emerging Technology Subcommittee

The Emerging Technology Subcommittee (ETS) researches and addresses new and emerging technologies that affect PSAPs. This includes providing training and documentation for PSAPs such as best-practice white papers, the annual Emerging Technology Forum, and Public Service Announcements, to name a few.

The ETS met on the following dates in 2019: January 7, February 4, March 4, May 6, June 3, August 5, September 9, October 7, November 4, and December 2. A complete listing of the ETS meeting minutes may be found on the State 911 Committee website at www.michigan.gov/snc.

ETS members:

- **Ms. April Heinze (Chair)**, State 911 Committee Vice-Chair, NENA
- Ms. Patricia Coates, Courts and Law Enforcement Management Information System (CLEMIS)
- Mr. Mike Muskovin, Motorola
- Mr. Carl Rodabaugh, Midland County Central Dispatch
- Mr. Matt Groesser, Kent County Sheriff Department
- Mr. Tim McKee, PFN
- Ms. Jaime Seling, Oakland County Sheriff's Office
- Mr. Michael Armitage, Eaton County Central Dispatch
- Mr. Jerry Nummer, Michigan's Public Safety Communications System
- Mr. Steven Stryd, Kalamazoo County Sheriff's Office Dispatch Center
- Mr. Steven Berenbaum, State 911 Committee, AT&T
- Mr. Mark Holmes, Department of Technology, Management, and Budget
- Mr. Tim Smith, Ottawa County 911, (January-May)
- Mr. Scott Temple, INdigital, (joined in September)

During 2019, a variety of topics and issues were brought to the ETS for action or discussion. Below is a high-level overview of the main issues.

Emergency Alerting:

Early warning systems such as Wireless Emergency Alerts, Integrated Public Alert Warning System, and Emergency Alert System are not all uniformly used and integrated at the PSAPs and broadcasters. The ETS assisted the MSP Emergency Management and Homeland Security Division and the Michigan Interoperability Board with information to prepare a Request for Proposal to identify an alerting system that would include all emergency services.

MLTS:

In 2019, P.A. 30 of 2019 modified several provisions regarding 911 service over MLTS. In order to provide the specific location information for a caller, every telephone capable of dialing 911 must have an Automatic Location Information (ALI) record in the 911 database to identify the caller's specific location. Under Michigan law, the provision of an Emergency Response Location (ERL) for every telephone capable of dialing 911 on a MLTS is required by December 31, 2020, except where exemptions in the law are specified. If ALI records are properly entered and maintained in the 911 database, a caller's location, or ERL, will appear on the PSAP display, reducing response time for emergency services. More details can be found at https://www.michigan.gov/msp/0,4643,7-123-72297_47748_47760---,00.html

Annual 911 Emerging Technology Forum:

- The ETS coordinates and plans an annual forum on emerging technology trends and available resources for 911.
- Provides two days of training for PSAP directors and management, information technology staff, telecommunicators, fire, police, and paramedics on emerging technology pertaining to 911 and public safety.

- Includes a variety of speakers from all over the nation and our own statewide communication centers discussing a wide range of topics.
- Held at the same location for two years then rotated around the state.
- Average attendance of 150+ participants over two days of training.
- Tech Talk Monday dinner is held before the start of the forum to review upcoming topics and discuss acronyms (see Appendix N for a glossary of 911 terms). This helps new attendees understand more of what they will be learning over the next two days, enabling them to be more interactive with the training.

State 911 Plan:

The State 911 Plan was updated in 2019. Updates included:

- A reflection of Public Act 51 of 2018.
- Adding a reference to the current grant application and to the MPSC's case U-20146.
- State of Michigan 911 objectives.
- Removal of the requirement to show changes of the plan and instead make the old versions of the plan available.

To view the State 911 Plan in its entirety, please visit the SNC website at www.michigan.gov/snc.

Legislative Action Subcommittee

The Legislative Action Subcommittee (LAS) met on the following dates in 2019: February 4, March 7, June 10, June 24, August 26, and November 25. A complete listing of the LAS meeting minutes may be found on the State 911 Committee website at www.michigan.gov/snc.

LAS members:

- **Lt. Col. Thomas Sands (Chair)**, MSP
- Ms. Jordyn Sellek, State 911 Committee, Conference of Western Wayne
- Ms. Cherie Bartram, SERESA
- Ms. Patricia Coates, CLEMIS
- Ms. Jennifer Greenburg, State 911 Committee, Telecommunications Association of Michigan
- Ms. Lisa Hall, Midland County Central Dispatch
- Ms. April Heinze, SNC Vice Chair, NENA
- Mr. Jeff Troyer, SNC Chair, Kalamazoo County Consolidated Dispatch Authority
- F/Lt. Jay Poupard, MSP
- Mr. Greg Clark, Public Member
- Mr. Dale Berry, Huron Valley Ambulance
- Mr. Tim Smith, Ottawa County 911, (January-June)
- Mr. Steven Berenbaum, AT&T, (joined in March)
- Mr. Bryce Tracy, Mackinac County 911, (joined in March)
- Mr. Scott Temple, INdigital, (joined in June)

Public Act 30 of 2019 was passed. The act provides an extension of the deadline for the owner/operators of MLTS to provide detailed 911 location information of 911 calls. The statute also allows for additional exemptions under certain circumstances. Updated MLTS Guidelines, MLTS Frequently Asked Questions, and a flow chart are currently available on the SNC website at www.michigan.gov/snc.

Senate Bill 452 was introduced and passed as Public Act 76 of 2019 to correct the spillover provision language in Public Act 51 of 2018. The annual spillover provision of \$37 million was originally intended to be a combination of funds generated from both the prepaid and postpaid fees. Section 408 (4) of the Public Act refers to both postpaid (401a) and prepaid (401c), but Section 408 (8) failed to include prepaid (401c) for calculating and reserving funds above the \$37 million.

On December 31, 2021, P.A. 32 of 1986, as amended, will sunset. This act is also known as the "911 Enabling Act." This act governs the 911 industry in Michigan. The LAS is gathering information to begin the process of crafting a legislative proposal to renew the 911 Enabling Act. The LAS works with a variety of individuals and stakeholders who represent the many facets of the 911 industry, to ensure the proposal will reflect the needs of 911 in Michigan as a whole. The current act can be found on the SNC website at <http://www.legislature.mi.gov/documents/mcl/pdf/mcl-act-32-of-1986.pdf>.

Letters addressing SNC concerns about House Bill 4523 (newborn device at hospitals) and Senate Bill 146 (school safety appropriation for panic button software) were sent to the Legislature. Those letters are included as Appendix K and L, respectively.

Michigan Department of Treasury

The Department of Treasury is responsible for the financial administration of the Emergency 911 Fund. Financial administration tasks include:

- Processing remittances received from telecommunication suppliers and prepaid wireless telecommunication service sellers.
- Making distributions to counties and PSAPs as directed by the SNC.
- Making distributions to local exchange providers as directed by the MPSC.
- Accounting for these transactions.

Cash receipts from telecommunication suppliers, prepaid wireless telecommunication service sellers, and interest earnings for January 1, 2019, through December 31, 2019, total \$44.2 million. Treasury's Bureau of Investments invests the Emergency 911 Fund balance as part of the state's common cash fund.

Treasury processes four types of payments for the Emergency 911 Fund:

- 1. & 2. County payments** made quarterly to counties that have a final 911 plan in place. The payments were based on 65% of the money deposited in the Emergency 911 Fund (not exceeding \$37 million annually) with 40% equally distributed to each qualifying county and the remaining 60% distributed on a per capita basis to each qualifying county. Money deposited in the Emergency 911 Fund in excess of \$37 million is allocated for supplier reimbursement payments.
- 3. Supplier reimbursement payments** made to local exchange providers for costs related to wireless emergency service. Payments are made for reimbursements in accordance with the MPSC's June 29, 2004, order in Case No. U-14000 for wireless emergency service costs recoverable pursuant to MCL 484.1408(4)(b). Revenues were based on 25.56% of the first \$37 million deposited in the Emergency 911 Fund and 100% of the amount exceeding \$37 million deposited in the Emergency 911 Fund. As of December 31, 2019, a balance of \$14.5 million remains in the Emergency 911 Fund for disbursement.
- 4. PSAP training fund payments** made semi-annually are based on 5.5% of the money deposited in the Emergency 911 Fund, not exceeding \$37 million annually. Money deposited in the Emergency 911 Fund in excess of \$37 million is allocated for supplier reimbursement payments. The 36th Training Fund payment of \$1,264,116 was made in January 2020 and was distributed to 123 PSAPs. The next payment will occur in the spring of 2020.

See Appendix B for the distribution report of the Emergency 911 Funds to counties. An overview of the funds is reported in Appendix M.

Michigan Department of State Police

In accordance with MCL 484.1714, the MSP provides staff assistance to the SNC, as necessary, to carry out its responsibilities. Assistance comes from the State 911 Office, which is housed within the Field Support Bureau of the MSP.

The State 911 Office provides a number of services to the SNC and the 911 community, including but not limited to:

- Statutory notices on state and local surcharges to communication providers, counties, and PSAPs.
- Creating required annual reports.
- Coordination and oversight of the State 911 Dispatcher Training Program and funds.
- Assists the Michigan Department of Treasury with state surcharge payment tracking and collection.
- Compliance reviews and facilitation of best practice standards.
- Management of the Dispatcher Training/Tracking Program to ensure compliance with the dispatcher training standards.
- Maintenance of centralized 911 data collection and reporting.
- Assists the MPSC, as needed, with data collection.
- Coordination of the activities of the SNC and subcommittees.
- Assists in facilitating information sharing for the 911 industry.
- A point of contact for the federal agencies in matters related to 911.
- Assistance to members of the public, industry, and all levels of government with questions regarding 911.
- Coordination of the annual Emerging Technology Forum.
- Presentations on 911 issues to various public and private stakeholder groups.
- Maintenance of the SNC website (www.michigan.gov/snc), which includes items such as:
 - List of Michigan primary PSAPs.
 - Funds distributed to counties and PSAPs by the Michigan Department of Treasury.
 - State and local 911 surcharge amounts.
 - Allowable and disallowable expenditures of 911 funds.
 - List of approved training courses.
 - Posting of meetings and minutes of the SNC and subcommittees.

MSP- Managed PSAPs

Upper Peninsula Dispatching

The MSP Negaunee Regional Communication Center (NRCC) serves as the primary PSAP and provides full dispatching services for the counties of Keweenaw, Houghton, Baraga, Ontonagon, and Schoolcraft.

*From January 1 through December 31, 2019,
NRCC answered 20,991 calls on 911.*

MSP Detroit Metro-Area Wireless 911 Services

At times, wireless 911 calls cannot be processed directly to local PSAPs for reasons that include trunk loading and network outages. The MSP Detroit Regional Communication Center (DRCC) serves as one of the default routing points for these calls in the Detroit Metro area.

*From January 1 through December 31, 2019,
DRCC answered 76,364 calls on 911.*

MSP Northern Lower Peninsula

Effective January 2014, the MSP Gaylord Regional Communication Center (GRCC) became the primary PSAP providing full dispatching services for Otsego County.

*From January 1 through December 31, 2019,
GRCC answered 12,801 calls on 911.*

MSP Central and Southwest Michigan

Michigan State Police dispatch operations for West Michigan are consolidated and located within the MSP Lansing Regional Communications Center (LRCC). Due to the reorganization, the LRCC does not receive 911 calls at this time.

County Financial Information Detail
 (January-December 2019)

County	Total State 911 Fee Distribution Received	Total Local 911 Fee Distribution Received	Total 911 Millage Receipts	Total General Fund Monies	Total Other Receipts	Total Expenses	Total State 911 Fee Spent	Total Local 911 Fee Spent	Total 911 Millage Monies Spent	Total General Fund Monies Spent	Total Other Monies Spent
Alcona	\$ 132,727.00	\$ 343,887.00	\$ 175,258.00	\$ -	\$ 14,165.00	\$ 546,647.00	\$ 546,647.00	\$ -	\$ -	\$ -	\$ -
Alger	\$ 131,782.00	\$ 43,321.23	\$ 159,759.47	\$ -	\$ 11,948.66	\$ 411,623.49	\$ 196,594.13	\$ 43,321.23	\$ 159,759.47	\$ -	\$ 11,948.66
Allegan	\$ 280,372.00	\$ 3,558,357.00	\$ -	\$ -	\$ -	\$ 3,838,729.00	\$ 280,372.00	\$ 3,558,357.00	\$ -	\$ -	\$ -
Alpena	\$ 160,144.00	\$ 901,564.31	\$ -	\$ -	\$ 3,573.00	\$ 983,083.00	\$ 983,083.00	\$ -	\$ -	\$ -	\$ -
Antrim	\$ 151,118.00	\$ -	\$ 924,897.38	\$ -	\$ 30,853.53	\$ 1,251,206.67	\$ 71,651.69	\$ -	\$ 1,179,554.98	\$ -	\$ -
Arenac	\$ 140,011.00	\$ 68,937.36	\$ 762,379.67	\$ -	\$ 6,475.09	\$ 772,267.22	\$ 208,948.36	\$ -	\$ 560,068.98	\$ -	\$ 3,249.88
Baraga *	\$ 129,217.00	\$ 30,577.30	\$ -	\$ -	\$ -	\$ 140,906.59	\$ 129,217.00	\$ 11,689.59	\$ -	\$ -	\$ -
Barry	\$ 203,606.00	\$ -	\$ 1,676,232.56	\$ -	\$ 43,302.64	\$ 1,727,939.39	\$ 331,645.05	\$ -	\$ 1,396,294.34	\$ -	\$ -
Bay	\$ 306,758.00	\$ -	\$ 2,034,176.73	\$ -	\$ 54,544.81	\$ 2,484,042.55	\$ 306,758.00	\$ -	\$ 2,091,721.54	\$ -	\$ 85,563.01
Benzie	\$ 142,488.64	\$ 597,051.84	\$ -	\$ -	\$ 1,264.67	\$ 843,235.34	\$ 843,235.34	\$ -	\$ -	\$ -	\$ -
Berrien	\$ 347,098.00	\$ 668,672.00	\$ 3,546,912.00	\$ -	\$ 102,240.00	\$ 4,486,159.00	\$ 347,098.00	\$ 668,672.00	\$ 3,368,149.00	\$ -	\$ -
Branch	\$ 183,143.00	\$ 119,918.56	\$ 1,351,638.86	\$ -	\$ 157,405.00	\$ 1,374,848.12	\$ 183,143.00	\$ 119,918.56	\$ 1,071,786.56	\$ -	\$ -
Calhoun	\$ 362,292.00	\$ 763,322.00	\$ -	\$ 1,712,723.00	\$ 14,619.00	\$ 3,249,103.00	\$ 362,292.00	\$ 1,133,012.00	\$ -	\$ 1,712,723.00	\$ 41,076.00
Cass	\$ 193,496.00	\$ 691,650.00	\$ 427,858.00	\$ -	\$ 18,409.00	\$ 1,307,869.00	\$ 199,911.00	\$ 691,650.00	\$ 397,899.00	\$ -	\$ 18,409.00
CCE (Charlevoix, Cheboygan, Emmet)	\$ 550,420.11	\$ 780,353.99	\$ -	\$ 2,351,195.50	\$ 157,524.65	\$ 3,392,790.10	\$ 550,420.11	\$ 780,353.99	\$ -	\$ 1,904,491.35	\$ 157,524.65
Chippewa **	\$ 173,047.00	\$ 492,666.42	\$ -	\$ 141,092.54	\$ 206,955.25	\$ 1,013,761.21	\$ 173,047.00	\$ 492,666.42	\$ -	\$ 141,092.54	\$ 206,955.25
Clare	\$ 162,095.00	\$ 280,967.03	\$ 357,248.35	\$ -	\$ 10,479.83	\$ 803,055.71	\$ 162,095.00	\$ 280,967.03	\$ 349,513.85	\$ -	\$ 10,479.83
Clinton	\$ 227,154.00	\$ 2,248,429.00	\$ -	\$ 26,102.00	\$ 92,415.00	\$ 1,856,968.00	\$ 1,830,866.00	\$ -	\$ -	\$ 26,102.00	\$ -
Crawford	\$ 137,330.00	\$ 331,382.48	\$ -	\$ -	\$ 9,068.30	\$ 472,875.79	\$ 137,330.00	\$ 326,477.49	\$ -	\$ -	\$ 9,068.30
Delta	\$ 224,418.81	\$ 374,756.28	\$ 539,486.65	\$ -	\$ 4,155.84	\$ 1,058,440.22	\$ 224,418.81	\$ 374,756.28	\$ 539,486.65	\$ -	\$ 4,155.84
Dickinson	\$ 154,918.00	\$ 199,068.04	\$ 430,563.95	\$ -	\$ -	\$ 675,624.89	\$ 154,918.00	\$ 199,068.14	\$ 321,638.75	\$ -	\$ -
Eaton	\$ 286,813.00	\$ 2,060,043.10	\$ 3,416,297.52	\$ -	\$ 31,437.67	\$ 5,763,755.54	\$ 286,481.00	\$ 1,969,465.58	\$ 3,476,371.29	\$ -	\$ 31,437.67
Genesee	\$ 744,723.90	\$ 6,970,781.74	\$ -	\$ 63,621.02	\$ 128,099.75	\$ 7,907,226.41	\$ 744,723.90	\$ 6,970,781.74	\$ -	\$ 63,621.02	\$ 128,099.75
Gladwin	\$ 154,403.00	\$ 127,319.53	\$ 736,010.92	\$ -	\$ 17,773.39	\$ 874,835.13	\$ 154,403.00	\$ 78,549.92	\$ 790,434.21	\$ -	\$ -
Gogebic ***	\$ 140,787.00	\$ 198,577.63	\$ -	\$ -	\$ 4,320.00	\$ 322,121.90	\$ 322,121.90	\$ -	\$ -	\$ -	\$ -
Grand Traverse	\$ 244,186.00	\$ 2,078,717.52	\$ -	\$ 153,761.50	\$ 37,485.63	\$ 2,514,150.65	\$ 244,186.00	\$ 2,078,717.52	\$ -	\$ 153,761.50	\$ 37,485.63
Gratiot	\$ 179,069.00	\$ 962,019.00	\$ -	\$ -	\$ -	\$ 1,441,369.00	\$ 179,069.00	\$ 1,262,300.00	\$ -	\$ -	\$ -
Hillsdale	\$ 185,258.00	\$ 983,400.00	\$ -	\$ -	\$ 58,063.00	\$ 1,196,024.00	\$ 185,258.00	\$ 1,010,766.00	\$ -	\$ -	\$ -
Houghton *	\$ 207,365.00	\$ 285,868.00	\$ -	\$ -	\$ 2,441.00	\$ 609,387.00	\$ 207,365.00	\$ 285,868.00	\$ -	\$ -	\$ 2,441.00
Huron	\$ 165,119.00	\$ 785,881.32	\$ -	\$ 69,095.46	\$ 1,115.80	\$ 1,021,211.58	\$ 165,119.00	\$ 785,881.32	\$ -	\$ 69,095.46	\$ 1,115.80
Ingham	\$ 600,630.00	\$ 3,174,039.94	\$ 6,468,366.60	\$ -	\$ 202,824.73	\$ 8,481,314.26	\$ 600,630.00	\$ 1,209,492.93	\$ 6,468,366.60	\$ -	\$ 202,824.73
Ionia	\$ 210,307.00	\$ 1,232,350.26	\$ -	\$ -	\$ 992.43	\$ 1,682,569.56	\$ 9,390.32	\$ 1,673,179.24	\$ -	\$ -	\$ -
Iosco	\$ 154,690.00	\$ 305,164.00	\$ 711,091.00	\$ -	\$ 5,349.00	\$ 1,176,294.00	\$ 154,690.00	\$ 305,164.00	\$ 711,091.00	\$ -	\$ 5,349.00
Iron ***	\$ 133,532.00	\$ 342,928.00	\$ -	\$ 188,000.00	\$ 99,638.00	\$ 764,098.00	\$ 133,532.00	\$ 342,928.00	\$ -	\$ 188,000.00	\$ 99,638.00
Isabella	\$ 219,976.00	\$ 1,458,907.33	\$ -	\$ -	\$ 10,463.59	\$ 1,410,604.31	\$ 219,976.00	\$ 1,190,628.31	\$ -	\$ -	\$ -
Jackson	\$ 352,147.00	\$ 2,331,174.73	\$ -	\$ -	\$ 2,683,321.73	\$ 2,956,712.04	\$ 2,956,712.04	\$ -	\$ -	\$ -	\$ -
Kalamazoo	\$ 483,945.00	\$ 1,069,201.00	\$ -	\$ 4,300,000.00	\$ 58,072.00	\$ 5,842,456.00	\$ 680,900.00	\$ 1,069,201.00	\$ -	\$ 4,034,283.00	\$ 58,072.00
Kalkaska	\$ 141,685.00	\$ 457,546.00	\$ -	\$ -	\$ 42,116.00	\$ 659,053.00	\$ 141,685.00	\$ 475,252.00	\$ -	\$ -	\$ 42,116.00
Kent	\$ 1,001,036.00	\$ 8,652,168.00	\$ -	\$ 4,413,492.00	\$ 1,657,596.00	\$ 11,855,021.00	\$ 6,994,138.00	\$ -	\$ -	\$ 3,321,990.00	\$ 1,538,893.00
Keweenaw *	\$ 119,814.00	\$ -	\$ -	\$ -	\$ 3,440.34	\$ 123,254.34	\$ 119,814.00	\$ -	\$ -	\$ -	\$ 3,440.34
Lake	\$ 133,446.00	\$ -	\$ 719,100.00	\$ -	\$ -	\$ 959,272.00	\$ 211,125.00	\$ -	\$ 748,147.00	\$ -	\$ -
Lapeer	\$ 246,143.00	\$ 1,471,105.00	\$ -	\$ -	\$ 17,905.00	\$ 1,858,506.00	\$ 246,143.00	\$ 1,482,073.00	\$ -	\$ -	\$ 130,290.00
Leelanau	\$ 148,371.00	\$ 114,474.77	\$ -	\$ 971,108.00	\$ 168,548.00	\$ 1,253,953.77	\$ 148,371.00	\$ 114,474.77	\$ -	\$ 822,560.00	\$ 168,548.00
Lenawee	\$ 186,986.00	\$ 2,202,706.25	\$ -	\$ -	\$ 51,103.69	\$ 2,789,168.00	\$ 2,789,168.00	\$ -	\$ -	\$ -	\$ -
Livingston	\$ 382,131.00	\$ 4,259,377.25	\$ -	\$ -	\$ 77,373.86	\$ 7,778,374.42	\$ 355,767.45	\$ 7,422,606.97	\$ -	\$ -	\$ -
Luce **	\$ 89,705.00	\$ 39,907.75	\$ -	\$ -	\$ 11,226.63	\$ 128,968.05	\$ 93,815.65	\$ 35,152.40	\$ -	\$ -	\$ -

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County	Total State 911 Fee Distribution Received	Total Local 911 Fee Distribution Received	Total 911 Millage Receipts	Total General Fund Monies	Total Other Receipts	Total Expenses	Total State 911 Fee Spent	Total Local 911 Fee Spent	Total 911 Millage Monies Spent	Total General Fund Monies Spent	Total Other Monies Spent
Mackinac **	\$ 137,270.00	\$ 143,372.45	\$ -	\$ -	\$ -	\$ 312,524.00	\$ 156,104.24	\$ 156,419.76	\$ -	\$ -	\$ -
Macomb	\$ 1,350,895.00	\$ -	\$ -	\$ 12,600,224.85	\$ -	\$ 13,682,104.45	\$ 1,081,879.60	\$ -	\$ -	\$ 12,600,224.85	\$ -
Manistee	\$ 152,994.00	\$ -	\$ 1,239,704.00	\$ -	\$ 22,645.00	\$ 1,333,480.00	\$ 152,994.00	\$ -	\$ 1,157,841.00	\$ -	\$ 22,645.00
Marquette	\$ 214,964.00	\$ -	\$ 1,204,693.00	\$ -	\$ 10,144.00	\$ 1,298,483.00	\$ 214,964.00	\$ -	\$ 1,073,375.00	\$ -	\$ 10,144.00
Mason Oceana	\$ 314,147.02	\$ 1,123,495.86	\$ 448,398.96	\$ -	\$ 46,315.76	\$ 1,752,052.24	\$ 1,303,653.28	\$ -	\$ 448,398.96	\$ -	\$ -
Meceola (Mecosta-Osceola)	\$ 347,155.60	\$ 1,215,463.18	\$ -	\$ -	\$ 84,703.87	\$ 1,647,322.65	\$ 347,155.60	\$ 1,215,463.18	\$ -	\$ -	\$ 84,703.87
Menominee	\$ 151,959.00	\$ 486,458.25	\$ -	\$ 296,225.00	\$ 20,000.00	\$ 954,642.25	\$ 638,417.25	\$ -	\$ -	\$ 296,225.00	\$ 20,000.00
Midland	\$ 2,395,470.00	\$ -	\$ 2,805,776.00	\$ -	\$ 3,045,323.00	\$ 2,819,950.00	\$ 239,547.00	\$ -	\$ 2,580,403.00	\$ -	\$ -
Missaukee	\$ 138,468.00	\$ 150,823.00	\$ -	\$ 408,325.00	\$ 4,892.00	\$ 831,665.99	\$ 423,341.55	\$ -	\$ -	\$ 408,324.44	\$ -
Monroe	\$ 339,645.00	\$ 2,015,928.64	\$ -	\$ 1,011,131.00	\$ -	\$ 2,863,730.12	\$ 339,645.00	\$ 1,684,531.64	\$ -	\$ 839,553.48	\$ -
Montcalm	\$ 209,481.00	\$ 1,513,466.93	\$ -	\$ -	\$ 17,166.47	\$ 1,791,898.11	\$ 209,481.00	\$ 1,513,466.93	\$ -	\$ -	\$ 17,166.47
Montmorency	\$ 134,046.00	\$ 286,333.00	\$ -	\$ 30,000.00	\$ -	\$ 373,413.75	\$ 134,046.00	\$ 209,367.75	\$ -	\$ 30,000.00	\$ -
Muskegon	\$ 369,711.00	\$ 1,549,908.00	\$ 1,329,736.00	\$ -	\$ 1,433,211.00	\$ 3,802,680.00	\$ 369,711.00	\$ 1,549,908.00	\$ 1,329,736.00	\$ -	\$ 553,325.00
Newaygo	\$ 187,638.00	\$ 993,244.22	\$ -	\$ -	\$ -	\$ 1,093,439.38	\$ 206,521.52	\$ 886,917.86	\$ -	\$ -	\$ -
Oakland	\$ 1,383,127.00	\$ 6,269,797.18	\$ 2,372,830.72	\$ 21,407,712.00	\$ 3,106,990.00	\$ 42,717,163.00	\$ -	\$ 15,215,273.00	\$ -	\$ 27,501,890.00	\$ -
Ogemaw	\$ 148,535.00	\$ 276,620.40	\$ 634,893.72	\$ -	\$ 3,450.00	\$ 1,063,499.12	\$ 148,535.00	\$ 276,620.40	\$ 634,893.72	\$ -	\$ 3,450.00
Ontonagon *	\$ 154,009.00	\$ 34,750.47	\$ -	\$ -	\$ 1,934.54	\$ 124,404.83	\$ 124,404.83	\$ -	\$ -	\$ -	\$ -
Oscoda	\$ 173,640.46	\$ 38,149.87	\$ -	\$ 79,937.24	\$ -	\$ 236,900.04	\$ 156,962.80	\$ -	\$ -	\$ 79,937.24	\$ -
Ostego	\$ 152,157.00	\$ 453,510.00	\$ -	\$ -	\$ 121,961.00	\$ 972,191.00	\$ 152,157.00	\$ 453,510.00	\$ -	\$ -	\$ 366,524.00
Ottawa	\$ 503,715.00	\$ -	\$ 4,918,201.01	\$ -	\$ 760,609.01	\$ 5,781,179.46	\$ 503,715.00	\$ -	\$ 4,918,201.01	\$ -	\$ 359,263.00
Presque Isle	\$ 136,304.00	\$ 271,037.25	\$ -	\$ -	\$ -	\$ 407,341.25	\$ 136,304.00	\$ 271,037.25	\$ -	\$ -	\$ -
Roscommon	\$ 165,995.08	\$ -	\$ 1,319,752.69	\$ -	\$ 25,284.90	\$ 1,137,239.57	\$ 143,778.93	\$ -	\$ 993,460.64	\$ -	\$ -
Saginaw	\$ 410,814.00	\$ 4,779,186.00	\$ 1,354,552.00	\$ -	\$ 1,560.00	\$ 5,567,963.00	\$ 410,814.00	\$ 4,779,186.00	\$ -	\$ -	\$ 377,963.00
Sanilac	\$ 202,429.98	\$ 172,761.00	\$ 297,229.35	\$ 250,282.00	\$ 4,800.00	\$ 832,500.94	\$ 202,429.98	\$ 172,261.00	\$ 202,727.96	\$ 250,282.00	\$ 4,800.00
Schoolcraft *	\$ 143,977.00	\$ 37,063.20	\$ -	\$ -	\$ 2,148.66	\$ 154,298.80	\$ 154,298.80	\$ -	\$ -	\$ -	\$ -
Shiawasee	\$ 220,470.00	\$ 2,021,271.00	\$ -	\$ -	\$ 3,743.00	\$ 1,352,871.00	\$ 220,470.00	\$ 1,128,658.00	\$ -	\$ -	\$ 3,743.00
St. Clair	\$ 355,818.00	\$ 1,038,506.07	\$ -	\$ 687,498.54	\$ 15,695.24	\$ 2,097,517.85	\$ 355,818.00	\$ 1,038,506.07	\$ -	\$ 687,498.54	\$ 15,695.24
St. Joseph	\$ 206,478.00	\$ 235,564.00	\$ 1,374,513.00	\$ -	\$ 666,444.00	\$ 2,626,451.00	\$ -	\$ -	\$ 1,374,513.00	\$ -	\$ 1,251,938.00
Tuscola	\$ 198,300.00	\$ 1,075,815.65	\$ -	\$ -	\$ 36,651.45	\$ 1,232,880.74	\$ 1,232,880.74	\$ -	\$ -	\$ -	\$ -
Van Buren	\$ 228,715.00	\$ 1,352,068.79	\$ -	\$ -	\$ 1,000.00	\$ 1,396,493.17	\$ 228,715.00	\$ 1,167,778.17	\$ -	\$ -	\$ -
Washtenaw	\$ 622,592.00	\$ 1,721,247.33	\$ -	\$ 4,808,491.18	\$ -	\$ 7,152,330.51	\$ 622,592.00	\$ 1,721,247.33	\$ -	\$ 4,808,491.18	\$ -
Wayne - Conf. of Western Wayne	\$ 931,189.00	\$ 2,830,521.00	\$ -	\$ 10,661,825.00	\$ 1,033,794.00	\$ 15,457,329.00	\$ 931,189.00	\$ 2,830,521.00	\$ -	\$ 10,661,825.00	\$ 1,033,794.00
Wayne - Conf. of Eastern Wayne	\$ 108,125.00	\$ 272,537.00	\$ 380,662.00	\$ 535,700.00	\$ -	\$ 1,297,024.00	\$ 108,125.00	\$ 272,537.00	\$ 380,662.00	\$ 535,700.00	\$ -
Wayne - Downriver Mutual Aid	\$ 1,708,430.25	\$ -	\$ -	\$ -	\$ -	\$ 1,988,013.88	\$ 1,988,013.88	\$ -	\$ -	\$ -	\$ -
Wayne - Detroit Service District	\$ 4,116,049.97	\$ -	\$ -	\$ 14,646,564.89	\$ -	\$ 18,792,614.86	\$ 2,217,625.73	\$ -	\$ -	\$ 16,574,989.13	\$ -
Wexford	\$ 212,376.00	\$ 711,257.00	\$ -	\$ -	\$ 340.45	\$ 829,944.49	\$ 212,376.00	\$ 617,568.49	\$ -	\$ -	\$ -
TOTAL	\$ 30,332,993.82	\$ 87,128,696.70	\$ 44,118,220.11	\$ 81,814,107.72	\$ 16,780,913.86	\$ 251,836,412.76	\$ 42,488,389.54	\$ 75,604,171.26	\$ 38,724,495.51	\$ 87,712,660.73	\$ 7,123,335.92

Distribution of Emergency 911 Funds to Counties

Equal and Per Capita

Includes payments January-December 2019

County	Net Payment
Alcona	\$ 132,727
Alger	130,756
Allegan	280,372
Alpena	160,144
Antrim	151,299
Arenac	140,011
Baraga	129,667
Barry	203,606
Bay	275,026
Benzie	142,399
Berrien	347,098
Branch	183,143
Calhoun	316,726
Cass	193,496
Charlevoix	154,780
Cheboygan	155,080
Chippewa	173,255
Clare	162,095
Clinton	227,427
Crawford	137,330
Delta	171,123
Dickinson	155,103
Eaton	275,008
Emmet	164,694
Genesee	742,386
Gladwin	154,403
Gogebic	140,787
Grand Traverse	244,481
Gratiot	179,069
Hillsdale	185,258
Houghton	170,474
Huron	165,317
Ingham	529,450
Ionia	210,560
Iosco	154,690
Iron	134,012
Isabella	219,976
Jackson	352,147
Kalamazoo	484,533
Kalkaska	141,854
Kent	1,002,258
Keweenaw	119,814

County	Net Payment
Lake	\$ 133,604
Lapeer	246,440
Leelanau	148,548
Lenawee	263,448
Livingston	382,594
Luce	126,391
Mackinac	132,978
Macomb	1,352,547
Manistee	152,994
Marquette	215,222
Mason	158,830
Mecosta	179,542
Menominee	151,959
Midland	239,547
Missaukee	138,468
Monroe	340,057
Montcalm	209,733
Montmorency	130,997
Muskegon	369,693
Newaygo	187,863
Oakland	1,883,637
Oceana	155,693
Ogemaw	148,535
Ontonagon	126,610
Osceola	151,223
Oscoda	129,343
Otsego	152,157
Ottawa	504,328
Presque Isle	136,304
Roscommon	152,576
Saginaw	410,814
Saint Clair	356,250
Saint Joseph	206,726
Sanilac	180,007
Schoolcraft	129,116
Shiawassee	220,470
Tuscola	198,545
Van Buren	228,715
Washtenaw	623,350
Wayne	2,792,273
Wexford	164,753
TOTAL	\$ 24,206,714

Michigan 911 County Surcharges

As compiled by the MPSC staff
 Rates effective July 1,2019

County	Technical Charge: Recurring*	Technical Charge: Nonrecurring*	County Charge**	Total
Alcona	\$0.48	\$0.02	\$3.00	\$3.50
Alger	\$0.48	\$0.02	\$0.42	\$0.92
Allegan	\$0.48	\$0.02	\$3.00	\$3.50
Alpena	\$0.48	\$0.02	\$3.00	\$3.50
Antrim	\$0.48	\$0.02	\$ -	\$0.50
Arenac	\$0.48	\$0.02	\$0.42	\$0.92
Baraga	\$0.48	\$0.02	\$0.42	\$0.92
Barry	\$0.48	\$0.02	\$ -	\$0.50
Bay	\$0.48	\$0.02	\$ -	\$0.50
Benzie	\$0.48	\$0.02	\$3.00	\$3.50
Berrien	\$0.48	\$0.02	\$0.42	\$0.92
Branch	\$0.48	\$0.02	\$0.42	\$0.92
Calhoun	\$0.48	\$0.02	\$0.60	\$1.10
Cass	\$0.48	\$0.02	\$1.39	\$1.89
Charlevoix	\$0.48	\$0.02	\$0.61	\$1.11
Cheboygan	\$0.48	\$0.02	\$0.61	\$1.11
Chippewa	\$0.48	\$0.02	\$1.50	\$2.00
Clare	\$0.48	\$0.02	\$1.00	\$1.50
Clinton	\$0.48	\$0.02	\$2.75	\$3.25
Crawford	\$0.48	\$0.02	\$2.35	\$2.85
Delta	\$0.48	\$0.02	\$0.80	\$1.30
Dickinson	\$0.48	\$0.02	\$0.68	\$1.18
Eaton	\$0.48	\$0.02	\$1.75	\$2.25
Emmet	\$0.48	\$0.02	\$0.61	\$1.11
Genesee	\$0.48	\$0.02	\$1.86	\$2.36
Gladwin	\$0.48	\$0.02	\$0.51	\$1.01
Gogebic	\$0.48	\$0.02	\$1.50	\$2.00
Grand Traverse	\$0.48	\$0.02	\$1.85	\$2.35
Gratiot	\$0.48	\$0.02	\$3.00	\$3.50
Hillsdale	\$0.48	\$0.02	\$2.50	\$3.00
Houghton	\$0.48	\$0.02	\$1.10	\$1.60
Huron	\$0.48	\$0.02	\$2.20	\$2.70
Ingham	\$0.48	\$0.02	\$1.80	\$2.30
Ionia	\$0.48	\$0.02	\$2.30	\$2.80
Iosco	\$0.48	\$0.02	\$0.20	\$0.70
Iron	\$0.48	\$0.02	\$2.70	\$3.20
Isabella	\$0.48	\$0.02	\$3.00	\$3.50
Jackson	\$0.48	\$0.02	\$1.50	\$2.00
Kalamazoo	\$0.48	\$0.02	\$0.42	\$0.92
Kalkaska	\$0.48	\$0.02	\$2.52	\$3.02
Kent	\$0.48	\$0.02	\$1.15	\$1.65
Keweenaw	\$0.48	\$0.02	\$ -	\$0.50
Lake	\$0.48	\$0.02	\$ -	\$0.50
Lapeer	\$0.48	\$0.02	\$1.55	\$2.05
Leelanau	\$0.48	\$0.02	\$0.42	\$0.92

County	Technical Charge: Recurring*	Technical Charge: Nonrecurring*	County Charge**	Total
Lenawee	\$0.48	\$0.02	\$3.00	\$3.50
Livingston	\$0.48	\$0.02	\$1.85	\$2.35
Luce	\$0.48	\$0.02	\$0.99	\$1.49
Mackinac	\$0.48	\$0.02	\$1.48	\$1.98
Macomb	\$0.48	\$0.02	\$ -	\$0.50
Manistee	\$0.48	\$0.02	\$ -	\$0.50
Marquette	\$0.48	\$0.02	\$ -	\$0.50
Mason	\$0.48	\$0.02	\$2.09	\$2.59
Mecosta	\$0.48	\$0.02	\$2.25	\$2.75
Menominee	\$0.48	\$0.02	\$2.12	\$2.62
Midland	\$0.48	\$0.02	\$ -	\$0.50
Missaukee	\$0.48	\$0.02	\$3.00	\$3.50
Monroe	\$0.48	\$0.02	\$2.00	\$2.50
Montcalm	\$0.48	\$0.02	\$2.85	\$3.35
Montmorency	\$0.48	\$0.02	\$3.00	\$3.50
Muskegon	\$0.48	\$0.02	\$2.75	\$3.25
Newaygo	\$0.48	\$0.02	\$3.00	\$3.50
Oakland	\$0.48	\$0.02	\$0.42	\$0.92
Oceana	\$0.48	\$0.02	\$2.09	\$2.59
Ogemaw	\$0.48	\$0.02	\$1.38	\$1.88
Ontonagon	\$0.48	\$0.02	\$0.51	\$1.01
Osceola	\$0.48	\$0.02	\$2.25	\$2.75
Oscoda	\$0.48	\$0.02	\$0.45	\$0.95
Otsego	\$0.48	\$0.02	\$1.72	\$2.22
Ottawa	\$0.48	\$0.02	\$ -	\$0.50
Presque Isle	\$0.48	\$0.02	\$2.00	\$2.50
Roscommon	\$0.48	\$0.02	\$ -	\$0.50
Saginaw	\$0.48	\$0.02	\$2.65	\$3.15
Sanilac	\$0.48	\$0.02	\$0.44	\$0.94
Schoolcraft	\$0.48	\$0.02	\$0.42	\$0.92
Shiawassee	\$0.48	\$0.02	\$2.65	\$3.15
St. Clair	\$0.48	\$0.02	\$0.60	\$1.10
St. Joseph	\$0.48	\$0.02	\$0.42	\$0.92
Tuscola	\$0.48	\$0.02	\$2.03	\$2.53
Van Buren	\$0.48	\$0.02	\$1.92	\$2.42
Washtenaw	\$0.48	\$0.02	\$0.43	\$0.93
Wayne:				
Detroit Emergency	\$0.48	\$0.02	\$0.42	\$0.92
Downriver	\$0.48	\$0.02	\$0.42	\$0.92
Wayne, Conf. East	\$0.48	\$0.02	\$0.42	\$0.92
Wayne, Conf. West	\$0.48	\$0.02	\$0.42	\$0.92
Wexford	\$0.48	\$0.02	\$2.25	\$2.75

NOTE:

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

This charge is also to be included on customer bills and remitted to the Michigan Department of Treasury.

*The Technical Charge is calculated by a third-party accounting firm.

**The County Charges are reported by the counties.

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

Association of Public Safety Communications Officials

Mr. Rich Feole

Commercial Mobile Radio Service

Mr. Steven Berenbaum

**Michigan Department of Licensing and Regulatory
Affairs**

Ms. Jeanette Doll

Michigan Department of State Police

Lt. Col. Thomas Sands

Deputy Sheriffs' Association

Sergeant Matthew Miller

Fraternal Order of Police

Mr. Michael Sauger

Governor's Appointee, Public Member

Mr. John Bawol

House Appointee, Public Member

Mr. Jeff Troyer, Chair

Michigan Association of Ambulance Services

Mr. Dale Berry

Michigan Association of Chiefs of Police

Chief Dale Greenleaf

Michigan Association of Counties

Mr. Ken Mitchell

Michigan Association of Fire Chiefs

Chief Mark Barnes

Michigan Communications Directors Association

Ms. Jordyn Sellek

Michigan Professional Firefighters Union

Mr. Mark Docherty

Michigan Public Service Commission

Ms. Wendy Thelen

Michigan Sheriffs' Association

Sheriff Richard Behnke

Michigan State Police Troopers Association

Sergeant Frank Williams

National Emergency Number Association

Mr. Marc Gramlich

Senate Appointee, Public Member

Ms. April Heinze, Vice Chair

Telecommunications Association of Michigan

Ms. Jennifer Greenburg

Upper Peninsula Emergency Medical Services Corporation

Mr. Gary Johnson

County Call Information Detail
 (January-December 2019)

County	Total Wireline 911 Calls Received	Total Wireless 911 Calls Received	Total VoIP Calls Received	Total Texts-to-911 Received	Total PSAP Non-Emergency Admin Calls (non 911 lines)	Total Incidents Dispatched
Alcona	517	2,532	33	24	20,000	4,159
Alger	783	2,251	53	39	21,674	5,221
Allegan	5,551	36,188	1,058	0	75,338	66,554
Alpena	1,770	5,443	103	23	17,933	25,272
Antrim	991	6,287	1	1	8,502	25,848
Arenac	11,030			0	50,000	14,823
Baraga *	661	1,462	43	50	75,122	10,168
Barry	3,054	15,543	534	88	48,983	49,008
Bay	18,392	60,692	1,553	97	53,552	85,683
Benzie	938	5,844	123	0	19,995	12,031
Berrien	7,167	130,435	5,733	34		167,142
Branch	26,398	32,639	12,000	1224	63,228	57,366
Calhoun	7,700	159,514	6,644	162	102,580	192,290
Cass	8,296	10,103	1,527	47	158,600	47,259
CCE (Charlevoix, Cheboygan, Emmet)	11,920	57,921	3,167	108	70,167	147,809
Chippewa **	5,038	14,267	252	30	43,764	32,343
Clare	2,111	12,793	274	19		36,196
Clinton	8,108	30,879	1,102	79	40,498	120,999
Crawford	656	3,050	7	0	5,480	14,785
Delta	2,435	9,292	472	10	97,000	19,676
Dickinson	1,353	5,641	302	631	32,734	24,400
Eaton	4,704	41,362	3,333	108	91,315	92,919
Genesee	28,806	292,110	22,162	820	115,377	522,687
Gladwin	6,656	4,066	0	0	55,197	18,502
Gogebic ***						
Grand Traverse	5,968	35,529	1,589	74	89,495	82,384
Gratiot	1,595	15,060	1,063	0	22,305	36,627

County	Total Wireline 911 Calls Received	Total Wireless 911 Calls Received	Total VoIP Calls Received	Total Texts-to-911 Received	Total PSAP Non-Emergency Admin Calls (non 911 lines)	Total Incidents Dispatched
Hillsdale	3,532	23,782	1,966	86	41,854	36,981
Houghton *	2,749	10,480	505	*	*	28,189
Huron	657	7,126	321	85	59,363	30,452
Ingham	20,175	137,922	9,230	234	308,849	260,209
Ionia	1,736	21,476	2,294	49	58,443	39,591
Iosco	3,336	8,629	203	62	24,357	23,629
Iron ***	2,295	6,982	478	24	17,000	9,779
Isabella	4,924	32,896	347	0	104,969	70,871
Jackson	57,697	186,274	7,719	186	93,358	131,645
Kalamazoo	24,641	137,866	12,076	279	295,763	270,104
Kalkaska	810	5,678	242	0	24,930	9,861
Kent	21,679	242,057	16,880	0	379,235	258,309
Keweenaw *	176	614	14	*	*	1,476
Lake	1,504	6,020	190	331	13,386	7,346
Lapeer	5,982	23,452		49	42,014	78,608
Leelanau	1,630	6,134	118	15	21,939	12,709
Lenawee	3,567	70,195	4,930	143	112,650	78,773
Livingston	69,722	64,161	3,805	184	104,398	208,928
Luce **	491	1,526	38	**	**	2,940
Mackinac **	1,230	4,394	154	**	**	8,643
Macomb	76,614	324,070	28,709	596	478,304	568,570
Manistee	3,496	1,891	25	5	37,594	27,454
Marquette	5,473	23,210	488	106	58,477	53,600
Mason Oceana	3,788	24,987	843	349	40,220	78,830
Meceola (Mecosta-Osceola)	3,420	27,312	648	43	117,392	55,178
Menominee	408	2,616	370	34	23,119	26,805
Midland	10,000	34,411	1,158	0	21,762	66,981
Missaukee	927	4,398	136	18	8,466	5,984
Monroe	6,989	53,889	1,994	0	87,262	83,174
Montcalm	2,612	22,660	803	2	82,735	55,702

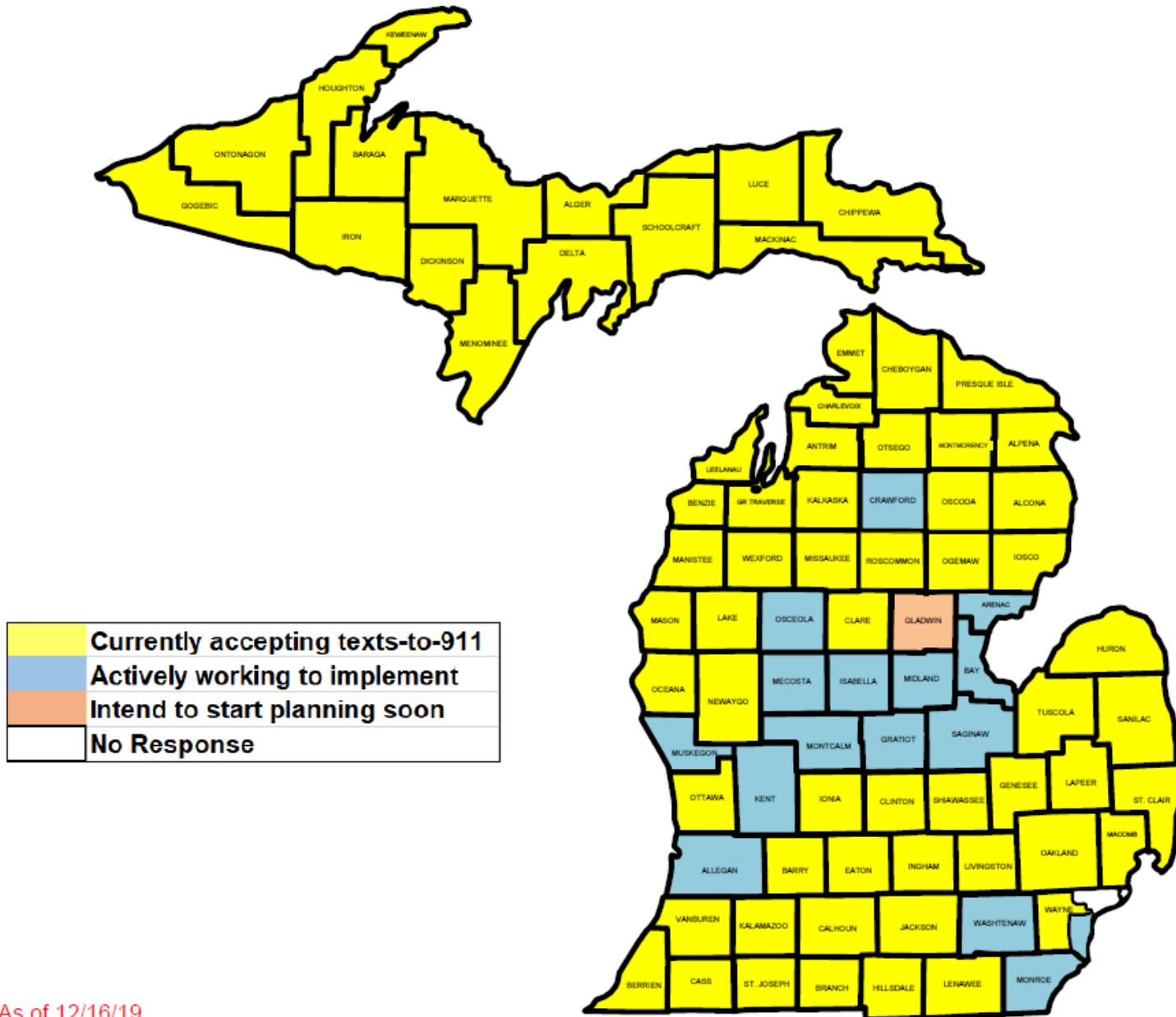
County	Total Wireline 911 Calls Received	Total Wireless 911 Calls Received	Total VoIP Calls Received	Total Texts-to-911 Received	Total PSAP Non-Emergency Admin Calls (non 911 lines)	Total Incidents Dispatched
Montmorency	593	2,634	66	60	4,512	3,353
Muskegon	34,810	112,993	12,863	0	136,258	260,035
Newaygo	2,716	17,707	1,026	63	51,588	53,968
Oakland	54,320	487,814	47,977	582	1,025,716	1,024,442
Ogemaw	777	5,938	280	28	32,860	27,423
Ontonagon *	532	745	30	*	*	5,148
Oscoda	638	2,149	73	30		2,324
Ostego	2,313	10,488	148	387	13,085	28,310
Ottawa	9,411	91,732	4,604	154	106,373	122,550
Presque Isle	7,742	3,673	39	44		6,696
Roscommon	2,953	11,608	249	60	48,315	40,611
Saginaw	24,920	112,805	13,621	0	130,345	206,705
Sanilac	1,622	11,106	308	12	138,251	43,845
Schoolcraft *	910	2,096	46	*	*	8,989
Shiawasee	2,785	23,476	1,288	95	62,489	54,462
St. Clair	5,606	56,019	5,009	106	213,169	152,692
St. Joseph	5,442	20,899	1,283	41	66,412	54,129
Tuscola	4,198	17,306	563	0	23,422	41,300
Van Buren	5,796	29,050	1,460	80	67,826	64,581
Washtenaw	23,091	251,426	22,245	0	324,490	375,779
Wayne - Conf. of Western Wayne	46,570	378,329	30,602	1295	685,535	
Wayne - Conf. of Eastern Wayne	3,376	21,600	-	0	73,580	34,800
Wayne - Downriver Mutual Aid	13,265	306,955	11,155	0		349,846
Wayne - Detroit Service District	57,087	775,337	49,374	0	47,240	1,121,847
Wexford	2,568	13,907	393	0	47,777	39,318
TOTAL	828,899	5,275,803	364,514	9,585	7,335,921	8,626,625

*Negaunee dispatches for five PSAPs. A combined total for PSAP Non-Emergency Admin Calls (non 911 lines) is noted under Baraga County.

**Chippewa dispatches for three PSAPs. A combined total for Texts-to-911 Received and PSAP Non-Emergency Admin Calls (non 911 lines) is noted under Chippewa County.

***Gogebic is dispatched by Iron County Central Dispatch. There is no way to distinguish the trunk line the call comes from. A combined total is noted under Iron County.

Appendix F
Status of Texts-to-911 in Michigan



As of 12/16/19

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 911 SURCHARGE
EXPENDITURES FOR TRAINING FUNDS**

**DISALLOWABLE 911 SURCHARGE
EXPENDITURES FOR TRAINING FUNDS**

Salaries and travel expenses – Allowed

Salaries and travel expenses – Not Allowed

Actual wages incurred after January 1, 2007, including overtime, not including benefits, of eligible Primary PSAP personnel to attend State 911 Committee approved training courses (either attendee wages OR backfill employee wages), including the hours to travel to and from the approved training and the hours of the approved course. Documentation of overtime wage use must be kept on site.

Monetary incentives, bonuses or awards for completion of training.

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.

Out-of-state travel expenses to states/provinces not adjacent to Michigan unless otherwise specifically approved by the State 911 Committee's Dispatcher Training Subcommittee.

Salaries of instructors for time spent presenting approved 911 center personnel training.

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

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

Unreasonable travel expense

Flat rate fee or tuition paid to a training provider for presenting approved 911 center personnel training.

Facilities, Equipment, Supplies – Allowed

Facilities, Equipment, Supplies – Not Allowed

Reasonable rental costs for use of the training facilities for the express purpose of conducting approved 911 center personnel training.

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

Alcoholic beverages

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 911 Committee approved training.

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 911 Committee approved in-state courses including interactive online courses and self-paced CD/DVD courses.

Out-of-state State 911 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 911 Committee's Dispatcher Training Subcommittee.

State 911 Committee approved conferences (trainees must attend at least 6 hours of approved courses at the conference within a 24 hour time frame).

Eligible personnel may retake classes as needed.

Training Sessions – Not Allowed

Expired courses, even if previously State 911 Committee approved.

Out-of-state travel expenses to states/provinces not adjacent to Michigan unless otherwise specifically pre-approved by State 911 Committee's Dispatcher Training Subcommittee.

Conferences that are not State 911 Committee pre-approved.

PSAP Payment History for Training Funds

NAME	2015	2016	2017	2018	2019
Alcona County 911	8,735.00	7,407.00	8,391.00	7,781.00	8,978.00
Alger County E911	1,092.00	1,852.00	1,048.00	1,945.00	1,283.00
Allegan County Central Dispatch	21,838.00	18,519.00	22,026.00	17,507.00	26,934.00
Alpena County Central Dispatch	10,919.00	9,259.00	10,489.00	9,726.00	11,543.00
Antrim County Central Dispatch Center	9,827.00	8,334.00	8,391.00	7,781.00	11,543.00
Arenac County Central Dispatch	10,919.00	9,259.00	10,489.00	-	-
Auburn Hills Police Department Merged 2016	10,919.00	5,063.00	-	-	-
Barry County Central Dispatch	16,378.00	14,815.00	16,781.00	15,562.00	20,521.00
Bay County 911 Central Dispatch	25,113.00	21,296.00	23,075.00	21,399.00	32,064.00
Benzie County Sheriff Department	9,827.00	8,334.00	8,391.00	7,781.00	-
Berkley Department of Public Safety	5,460.00	4,629.00	-	2,918.00	5,130.00
Berrien County Sheriff's Department	-	-	-	35,015.00	44,890.00
Birmingham Police Department	10,919.00	9,259.00	10,489.00	9,726.00	12,825.00
Bloomfield Hills Public Safety Department	4,368.00	4,629.00	5,244.00	4,863.00	6,413.00
Bloomfield Township Police Department	14,194.00	12,037.00	14,684.00	12,644.00	17,956.00
Branch County 911/Central Dispatch	-	-	-	-	-
Brownstown Police Department	-	-	-	3,891.00	5,130.00
Calhoun County Consolidated Disp Authority	36,032.00	29,629.00	31,466.00	30,152.00	41,042.00
Canton Township Department of Public Safety	-	15,741.00	19,929.00	17,507.00	23,087.00
Cass County Sheriff Department	10,919.00	9,259.00	10,489.00	9,726.00	12,825.00
CCE Central Dispatch Authority	22,929.00	18,519.00	19,929.00	17,507.00	-
Center Line Public Safety Department	4,368.00	3,704.00	4,196.00	-	5,130.00
Central Michigan University	7,643.00	6,481.00	6,293.00	6,809.00	7,695.00
Chelsea Police Department	4,368.00	3,704.00	4,196.00	3,891.00	5,130.00
Chesterfield Twp Police Department	-	-	-	7,781.00	10,260.00
Chippewa County Central Dispatch	14,194.00	12,963.00	13,635.00	12,644.00	15,390.00
Clare County Central Dispatch	10,919.00	10,185.00	11,537.00	9,726.00	12,825.00
Clay Township Police Department	5,460.00	3,704.00	4,196.00	4,863.00	6,413.00
Clinton County Central Dispatch	15,286.00	12,963.00	15,733.00	14,590.00	17,956.00
Crawford Emergency Central Dispatch	-	-	7,342.00	5,836.00	6,413.00
Dearborn Police Department	17,470.00	15,741.00	18,879.00	20,425.00	33,986.00
Dearborn Heights Police Department	-	-	10,489.00	6,809.00	8,978.00
Delta County Central Dispatch	9,827.00	7,407.00	9,440.00	8,754.00	11,543.00
Detroit Emergency Telephone District	-	114,814.00	-	146,870.00	200,081.00
Dickinson County Central Dispatch	10,919.00	9,259.00	9,440.00	9,726.00	12,825.00
Downriver Central Dispatch (Wyandotte)	-	12,037.00	-	10,699.00	14,108.00
Eastern Michigan University Police Department	9,827.00	7,407.00	-	-	10,260.00
Eaton County Central Dispatch	24,021.00	21,296.00	25,173.00	22,371.00	26,934.00
Ecorse Police/Ecorse Fire	-	-	-	-	-
Farmington Hills Police Department	-	15,741.00	17,831.00	17,507.00	21,804.00
Fenton Police Department	5,460.00	5,556.00	5,244.00	4,863.00	6,413.00
Ferndale Police Department	-	-	-	-	8,978.00
Flat Rock Police Department	-	-	-	-	1,283.00
Flint 911 Closed 2015	-	-	-	-	-
Fraser Department of Public Safety	6,551.00	5,556.00	6,293.00	2,297.00	-
Genesee County 911 Authority	42,583.00	45,370.00	60,834.00	55,441.00	74,389.00
Gilbralter Police Department	4,368.00	3,704.00	4,196.00	3,891.00	5,130.00

NAME	2015	2016	2017	2018	2019
Gladwin County Central Dispatch	10,919.00	9,259.00	10,489.00	9,726.00	14,108.00
Grand Rapids Police Department	49,135.00	45,370.00	44,052.00	37,934.00	55,151.00
Grand Traverse Central Dispatch	19,654.00	17,593.00	20,977.00	18,481.00	26,934.00
Gratiot County Central Dispatch	10,919.00	9,259.00	10,489.00	-	12,825.00
Grosse Ile Township Police Department	-	4,629.00	-	4,863.00	-
Grosse Pointe Farms	6,551.00	6,481.00	7,342.00	6,809.00	7,695.00
Grosse Pointe Park DPS	-	3,704.00	-	-	-
Grosse Pointe Woods DPS	5,460.00	4,629.00	4,196.00	3,891.00	5,130.00
Hamtramck Police Department	-	926.00	1,048.00	3,891.00	6,413.00
Harper Woods Police Department	-	2,778.00	-	2,918.00	-
Hazel Park Police Department	-	-	3,146.00	2,918.00	-
Hillsdale County Central Dispatch	16,378.00	14,815.00	16,781.00	15,562.00	19,239.00
Huron County Central Dispatch	13,103.00	10,185.00	11,537.00	10,699.00	15,390.00
Huron Township Police-Fire	-	-	-	5,836.00	7,695.00
Ingham County Central Dispatch	62,238.00	55,555.00	59,785.00	52,524.00	71,824.00
Ionia County Central Dispatch	14,194.00	12,037.00	14,684.00	12,644.00	17,956.00
Iosco County Central Dispatch	12,011.00	11,111.00	11,537.00	10,699.00	14,108.00
Iron County 911	5,397.00	-	10,489.00	9,726.00	12,825.00
Isabella County Central Dispatch	14,194.00	12,037.00	13,635.00	13,618.00	17,956.00
Jackson County Central Dispatch	-	16,666.00	19,929.00	20,425.00	28,217.00
Kalamazoo County Sheriff Department Consolidated 2018	6,551.00	8,334.00	8,391.00	7,781.00	-
Kalamazoo DPS Consolidated 2018	19,654.00	17,593.00	18,879.00	16,535.00	-
Kalamazoo Township Police Department Consolidated 2018	5,460.00	4,629.00	4,196.00	3,891.00	-
Kalamazoo County Consolidated Dispatch Authority Opened 2018	-	-	-	25,413.32	48,738.00
Kalkaska County Central Dispatch	7,643.00	5,556.00	7,342.00	5,836.00	8,978.00
Kent County Sheriff Department	51,318.00	43,519.00	50,345.00	51,550.00	65,411.00
Lake County 911 Central Dispatch	13,103.00	10,185.00	11,537.00	8,754.00	-
Lapeer County Central Dispatch	19,654.00	15,741.00	18,879.00	16,535.00	21,804.00
Leelanau County 911	12,011.00	9,259.00	10,489.00	10,699.00	14,108.00
Lenawee County Sheriff Department	19,654.00	16,666.00	17,831.00	14,590.00	21,804.00
Livingston County 911 Central Dispatch	32,756.00	27,778.00	29,368.00	28,207.00	35,912.00
Livonia Police Department	13,103.00	12,037.00	12,587.00	10,699.00	14,108.00
Macomb County Sheriff's Department	40,400.00	49,073.00	61,883.00	56,413.00	67,976.00
Madison Heights Police Department	8,735.00	6,481.00	6,293.00	6,809.00	10,260.00
Manistee Co. 911 Central Dispatch	-	-	-	10,699.00	12,825.00
Marquette County Central Dispatch	14,194.00	12,037.00	13,635.00	12,644.00	16,674.00
Mason-Oceana 911	17,470.00	15,741.00	16,781.00	15,562.00	19,239.00
Meceola Consolidated Central Dispatch Authority	17,470.00	15,741.00	17,831.00	17,507.00	20,521.00
Menominee County 911	10,919.00	9,259.00	10,489.00	9,726.00	12,825.00
Michigan State Police	64,421.00	-	74,469.00	71,003.00	92,345.00
Midland County Central Dispatch Authority	19,654.00	15,741.00	17,831.00	16,535.00	21,804.00
Milan Police Department	5,460.00	4,629.00	4,196.00	3,891.00	5,130.00
Milford Village Police Department Closed 2015	5,460.00	-	-	-	-
Missaukee County Sheriffs Office	5,460.00	5,556.00	5,244.00	4,863.00	6,413.00
Monroe County Central Dispatch	22,929.00	19,444.00	22,026.00	22,371.00	30,782.00
Montcalm County Central Dispatch	18,562.00	16,666.00	18,879.00	15,562.00	21,804.00
Montmorency County 911 Sheriff Department	-	-	5,244.00	-	6,413.00
Muskegon Central Dispatch	33,849.00	27,778.00	33,564.00	31,125.00	42,324.00
Newaygo County 9-1-1 Central Dispatch	12,011.00	10,185.00	11,537.00	10,699.00	14,108.00
Niles Police Department	-	-	7,342.00	6,809.00	8,978.00

NAME	2015	2016	2017	2018	2019
Northville Township Public Safety	10,919.00	9,259.00	10,489.00	8,754.00	14,108.00
Novi Police Department	12,011.00	9,259.00	-	11,672.00	15,390.00
Oak Park Department of Public Safety	5,460.00	4,629.00	6,293.00	5,836.00	7,695.00
Oakland County Sheriff Department	64,421.00	56,947.00	68,176.00	65,168.00	92,345.00
Ogemaw County Central Dispatch	9,827.00	9,259.00	10,489.00	9,726.00	12,825.00
Oscoda County Sheriff Department	-	-	-	3,891.00	6,413.00
Ottawa County Central Dispatch	38,216.00	33,333.00	38,808.00	36,961.00	48,738.00
Oxford Police Department Closed 2016	5,460.00	4,629.00	-	-	-
Pittsfield Township Public Safety Department Closed 2018	7,643.00	6,481.00	7,342.00	-	-
Plymouth Community Communications Center	12,011.00	10,185.00	11,537.00	10,699.00	14,108.00
Portage Department of Public Safety Consolidated 2018	12,011.00	11,111.00	12,587.00	11,672.00	-
Presque Isle County E-911	-	-	-	-	5,130.00
Redford Township Police Department	7,643.00	-	-	5,836.00	7,695.00
Richmond Police Department	5,460.00	4,629.00	5,244.00	4,863.00	6,413.00
River Rouge Police Department	-	-	3,146.00	-	3,848.00
Riverview Police Department	-	-	-	972.00	-
Rochester Police Department	4,368.00	3,704.00	4,196.00	4,863.00	6,413.00
Rockwood Police Department	-	-	-	-	5,130.00
Romeo Police Department	4,368.00	3,704.00	4,196.00	3,891.00	5,130.00
Romulus Police Department	-	-	-	4,863.00	6,413.00
Roscommon County Central Dispatch	13,103.00	11,111.00	11,537.00	10,699.00	15,390.00
Royal Oak Police Department	12,011.00	10,185.00	11,537.00	11,672.00	15,390.00
Saginaw County 911 Communications Auth.	40,400.00	34,259.00	38,808.00	37,934.00	44,890.00
Saline Police Department	4,368.00	3,704.00	4,196.00	3,891.00	5,130.00
Sanilac County Central Dispatch	9,827.00	8,334.00	9,440.00	9,726.00	12,825.00
SERESA	25,113.00	21,296.00	25,173.00	23,344.00	32,064.00
Shelby Township Police Department	10,919.00	10,185.00	11,537.00	11,672.00	14,108.00
Shiawassee County Central Dispatch	13,103.00	10,185.00	11,537.00	-	14,108.00
South Downriver Communications Center Trenton and Riverview Consolidated in 2013 and unconsolidated in 2017	9,827.00	8,334.00	8,391.00	-	-
Southfield Department of Public Safety	19,654.00	15,741.00	18,879.00	15,562.00	19,239.00
St Clair County Central Dispatch	20,746.00	19,444.00	22,026.00	21,399.00	26,934.00
St. Joseph County Central Dispatch	16,378.00	14,815.00	15,733.00	14,590.00	19,239.00
Sterling Heights Police Department Closed 2015	-	-	-	-	-
Taylor Police Department	16,378.00	12,037.00	11,537.00	9,726.00	12,825.00
Trenton Police Department	-	-	-	5,836.00	6,413.00
Troy Police Department	24,021.00	18,519.00	19,929.00	16,535.00	21,804.00
Tuscola County Central Dispatch	12,011.00	11,111.00	11,537.00	10,699.00	16,674.00
University of Michigan Dept. of Public Safety	12,011.00	10,185.00	24,124.00	24,316.00	32,064.00
Utica Police Department	5,460.00	3,704.00	-	-	-
Van Buren County Central Dispatch	14,194.00	12,037.00	14,684.00	13,618.00	19,239.00
Van Buren Township Public Safety	-	8,334.00	9,440.00	9,726.00	12,825.00
Walled Lake Police Department	-	-	-	-	-
Warren Police Department	24,021.00	19,444.00	22,026.00	20,425.00	26,934.00
Washtenaw Central Dispatch	34,940.00	29,629.00	31,466.00	29,180.00	42,324.00
Waterford Township Police Department	10,919.00	9,259.00	11,537.00	10,699.00	14,108.00
Wayne County Airport Authority	9,827.00	13,888.00	14,684.00	14,590.00	25,652.00
Wayne County Central Communications	-	-	-	-	-
West Bloomfield Police Department	14,194.00	11,111.00	11,537.00	12,644.00	15,390.00
Western Michigan University Police Department Consolidated 2018	4,368.00	3,704.00	4,196.00	3,891.00	-
Westland Police Department	22,929.00	18,519.00	19,929.00	19,453.00	-
Wexford County Sheriff/Central Dispatch	9,827.00	7,407.00	9,440.00	8,754.00	11,543.00
White Lake Township Police Department	6,551.00	5,556.00	6,293.00	5,836.00	7,695.00
Woodhaven Police Department	-	-	-	-	-

Allowable/Disallowable Usage of 911 Surcharge Funds

By way of example, but not limitation, the following costs are allowable or disallowable
(as approved by the State 911 Committee on June 23, 2009)

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
Fringe Benefits Addressing/Database EAP

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

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

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

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

Training and Memberships directly related to 911 service:

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

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

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

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

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

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

Memberships for staff not involved directly in the delivery of 911 service, or for associations with a primary purpose other than public safety communications (i.e.; sheriff's associations, police, or fire chief associations, etc.).

**ALLOWABLE 911 SURCHARGE FUNDS
911 SURCHARGE EXPENDITURES**

Hardware, software, connectivity and peripherals directly attributable to the delivery of 911 service:

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

Vehicle costs (staff vehicle, pool car, mileage reimbursement, fuel, etc.) directly attributable to the delivery of 911 service:

- Travel for meetings, training, conferences
- Travel for MSAG verification and testing
- Travel of 911 Public Education purposes

Professional Services

- Attorneys Consultants Insurance
- Architects Auditor

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 9-1-1 systems

Vehicle costs (fleet vehicle, pool car, mileage reimbursement, etc.) for law enforcement, fire, or EMS responders, such as patrol cars, fire apparatus, ambulances, etc.

Professional Services not directly attributable to the delivery of 911 service.

Public Information not directly attributable to the delivery of 911 service.

Miscellaneous:

- Road Signs/Addressing Implements

**Emergency Telephone Service Committee
6/21/2005**

**State 911 Committee revised
6/23/2009**

State 911 Committee Letter Regarding House Bill 4523

GRETCHEN WHITMER
GOVERNOR



State of Michigan
STATE 911 COMMITTEE
LANSING

JEFF TROYER
CHAIR

June 12, 2019

Michigan State Senate
P.O. Box 30036
Lansing, Michigan 48909-7536

Michigan House of Representatives
P.O. Box 30014
Lansing, Michigan 48909-7514

Dear Members of the Michigan Senate and House of Representatives,

The State 911 Committee (SNC) of Michigan was established in accordance with P.A. 32 of 1986 to promote the successful development, implementation, and operation of 911 systems across the State of Michigan. Its 21 members represent local public safety, private industry, and state services. An important role of the SNC is to make recommendations and provide input to the Michigan Legislature on Public Policy impacting 911 in Michigan. Please accept this as the SNC's formal concerns on the proposed Newborn Safety Device legislation, House Bill 4523.

The SNC is committed to the health, safety, and welfare of all citizens in Michigan. We support the concept of the newborn safety devices and understand the unfortunate need for them. The restriction to place the devices in hospitals, and not in other locations such as fire stations and police departments, is a sound restriction as other locations can present a myriad of issues. However, we do have concerns about the requirement on page 2 (lines 17 through 19) requiring an automatic 911 call be placed in the event an infant is put in one of the devices along with a notification to the hospital. There is also the additional language of concern in the bill that requires the device to be tested twice a day.

Automatic dialing of 911 is prohibited by statute under MCL 484.1207. A 911 call is normally used to generate a public safety response. A public safety response is not required or desired in these circumstances to allow for the safe and anonymous surrender of the infant. Furthermore, the twice daily testing of the device could potentially add more than 95,000 additional 911 calls to the system annually.

We appreciate the desire to have multiple alarms or notifications once an infant is placed in the device. Multiple notifications can be accomplished without the autodialing of 911, which is prohibited. For example, a hospital seeking to place a device could be required to have a 24/7 internal answering point such as a security office to receive the device notifications and/or alarms. The hospital could be required to have multiple means of notification such as the generation of an alarm and a phone notification to a 24/7 answering point within the hospital. Secondary notifications could be handled by an alarm notification to an alarm company where protocols for testing, activations, and response are set up with the hospital or by sending notification to a 24/7 answering point within the state agency responsible for the care and placement of the infants.

We hope you will consider our concerns, regarding HB 4523. Please feel free to contact the members of the SNC through the State 911 Administrator's Office at 517-243-2075.

Sincerely,

A handwritten signature in black ink that reads "Jeff Troyer".

Jeff Troyer, Chair
Michigan 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 Letter Regarding Senate Bill 146

GRETCHEN WHITMER
GOVERNOR



State of Michigan
STATE 911 COMMITTEE
LANSING

JEFF TROYER
CHAIR

June 12, 2019

Michigan State Senate
P.O. Box 30036
Lansing, Michigan 48909-7536

Michigan House of Representatives
P.O. Box 30014
Lansing, Michigan 48909-7514

Dear Members of the Michigan Senate and House of Representatives,

Please accept this as the State 911 Committee's (SNC) letter of concern regarding Section 97 of SB 146 for school safety funding. We will preface this by stating that the safety of children in our schools is paramount and that efforts to keep our state's children safe should be both effective and fiscally accountable.

Section 97 of SB 146 contains language for an appropriation for the pilot implementation of a panic button application on smart phones in schools. There is a combination of administrative, operational, and financial concerns that the SNC has with the language as listed below:


- The current payment language is merely tied to calendar dates and **not** actual performance or participation. This could lead to the vendor receiving payment even if no schools (or only a handful of them) were to implement this product:
 - The vendor is paid for the full appropriation regardless of actual participation. In fact, the vendor receives its first payment of \$2.5 million on October 1, 2019, prior to any deployments occurring.
 - It appears the vendor payments are not similar to those established for Rave Mobile Safety and its Smart911 product managed through a written statement of work (SOW) with the State 911 Administrative Office. Under the Smart 911 SOW, payment is tracked and tied to metrics for actual product deployment and participation in the program. There is no similar language allowing performance-based payments in Sec 97 of SB 146.
 - If the program is funded as a "pilot" project, what are the metrics for success, factors for improvement, or continuation?
 - Who reports on the above metrics, and who is responsible for the project management/administration?
 - How long is the pilot program good for? Annual project, biennial project? Sec. 97 of SB 146 is silent on these matters.
- Are all schools required to sign up for the same product or will multiple vendor solutions be funded? The payments indicate the appropriation is directed to a single vendor. There are similarly functional alerting products in the school safety market that other schools currently have.

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

- What is the definition of the “state’s current supplemental 911 database”?
 - There is no existing state supplemental 911 database. If this is referring to an existing project involving Smart911, it should be noted that this is not the State’s database, nor do all of Michigan’s Public Safety Answering Points (PSAPs) participate in the Smart911 system.
 - Is there a Headlee issue involved if the local 911 centers are required to purchase Smart911 (a partner product) to optimize the panic button features, which includes the automatic display of facility information?
- Are the functionality requirements listed specific to the Rave Panic Button product?
 - If the intent of the pilot program and funding is to allow a school to choose a panic or emergency notification product, the list of functionality requirements need to be product neutral. This would allow a school to choose a product that works with their local needs, requirements and interfacing abilities with emergency contacts and local public safety.
 - If the intent of the pilot program and funding is to only allow the purchase of the Rave Panic Button product, the language requiring data from the application to “automatically appear to 911” is problematic. Not all PSAPs in Michigan have the Rave software, which would result in the notification being a voice 911 telephone call only. As currently written, the language creates false expectations and confusion.
- What is the definition of the “existing advanced 911 state contract”?
 - Is this referring to an existing project SOW with Rave Mobile Safety and the State 911 Office for a past appropriation? It should be noted that the existing project is not a State contract, but the terms of work with payment are tied to performance and actual deployments. Also, the SOW for SMART911 is for a narrow scope of work that does not include the elements listed in Sec. 97 of SB 146.
- Is there a procurement process involved? There are several vendors/companies that provide school alerting systems through smartphone apps, and there are opportunities to prevent a “one size fits all” approach to implementing an alerting system for schools.

We hope you will consider our questions and concerns, both fiscally and operationally regarding Section 97 of SB 146. Please feel free to contact the members of the SNC through the State 911 Administrator’s Office at 517-243-2075.

Sincerely,



Jeff Troyer, Chair
Michigan State 911 Committee

Appendix M
Overview of Emergency 911 Fund
 (as of December 31, 2019)

FUND	RECEIPTS	DISBURSEMENTS	BALANCE
Commercial Mobile Radio Service	\$ 124,471,760.89	\$ 109,975,248.16	\$ 14,496,512.73
COUNTY (2)	156,558,569.03	153,671,035.67	2,887,533.36
COUNTY/POPULATION (3)	234,865,296.06	230,531,683.51	4,333,612.55
TRAINING (4)	27,715,645.86	25,563,190.67	2,152,455.19
MSP	1,956,624.43	1,956,624.43	0.00
MSP 911/ETSC Admin (5)	9,375,624.91	9,324,075.70	51,549.21
MSP 911/Disp. Ctr.	6,389,034.15	6,357,342.31	31,691.84
TREASURY Admin (6)	424,916.64	424,916.64	0.00
TOTALS	\$ 561,757,471.97	\$ 537,804,117.09	\$ 23,953,354.88

1. \$12.0 M was transferred to the State Building Authority in Fiscal Year (FY)04 and \$15.0 M in FY06. \$0.5 M was transferred to the MSP in FY08 for a 911 feasibility study. \$5.0 M in FY10 for the MPSC System. \$1.7 M in FY11 for an IP-based 911 mapping system. \$7.0 M in FY11 for the MPSC System. \$7.0 M in FY12 for the MPSC System. From FY12–FY15, the Treasury Administration Fund received revenue from the Suppliers Fund.
2. County equal expenditures have been reduced by \$1,228.33 due to a repayment received from a county. The repayment is due to non-qualified 911 expenditures by the county, as determined by the committee.
3. County per-capita expenditures have been reduced by \$1,842.49 due to a repayment received from a county. The repayment is due to non-qualified 911 expenditures by the county, as determined by the committee.
4. Expenditures have been reduced by \$764,945.25 due to repayments received from PSAPs. The repayments are due to the PSAP not spending the money within the time allowed.
5. Revenues and expenditures include \$105,002.45 of FY04 revenue that was transferred to the MSP directly from the 911 Fund; however, it is being accounted for in this fund for historical information.
6. MCL 484.1408(6) authorized the Michigan Department of Treasury up to \$150,000 to fund a portion of the costs to administer the 911 Act. From FY12-FY15, the Treasury Administration Fund revenue was transferred from the Suppliers Fund.

- 911** A three-digit telephone number to facilitate the reporting of an emergency requiring response by a public safety agency.
- 911 Network** - Literally, 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 Service** - The delivery of 911 dialed calls from the originating switch to the PSAP call taker, with associated delivery of Automatic Number Identification (ANI) and Automatic Location Identification (ALI) data.
- 911 System** - The set of network, database and CPE components required to provide 911 service.
- AR** **Alternate Routing**
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 down for a period of time (night service).
- Analog**
As applied to 911, call transport using signaling involving a physical change, such as voltage or frequency. Analog trunking using multi-frequency tones (MF).
- APCO** **Association of Public Safety Communications Officials**
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.
- ACN** **Automatic Collision Notification**
A service provided by vendors such as OnStar and ATX that allows sensors in vehicles to automatically initiate a call to a central answering point upon specific levels of vehicle impact, air bag deployment, etc.
- ALI** **Automatic Location Identification**
The automatic display at the PSAP of the caller's telephone number, the address/location of the telephone, and supplementary emergency services information.
- ANI** **Automatic Number Identification**
Telephone number associated with the access line from which a call originates.
- Basic 911**
An emergency telephone system, which automatically connects 911 callers to a designated answering point. Call routing is determined by originating central office only. Basic 911 may or may not support ANI and/or ALI.
- CAS** **Call Associated Signaling**
Allows for the device position or location information to be delivered to the emergency services network in the call signaling as part of the call set-up information. With CAS, the originating network pushes the position information to an Emergency Services Network Entity (ESNE).

CBN Callback Number

The VoIP subscriber's telephone number.

CTIA Cellular Telecommunications and Internet Association

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.

CO Central Office

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

CMRS Commercial Mobile Radio Service

Includes all of the following:

1. A wireless 2-way communication device, including a radio telephone used in cellular telephone service or personal communication service.
2. A functional equivalent of a radio telephone communications line used in cellular telephone service or personal communication service.
3. A network radio access line.

CMRS Connection - Each number assigned to a CMRS customer.

Company Identifier (Company ID)

A 3 to 5 character identifier chosen by the Local Exchange Carrier that distinguishes the entity providing dial tone to the end user. The Company Identifier is maintained by NENA in a nationally accessible database.

Consolidated Dispatch

A countywide or regional emergency dispatch service that provides dispatch service for 75% or more of the law enforcement, firefighting, EMS, and other emergency service agencies within the geographical area of a 911 service district or serves 75% or more of the population within a 911 service district.

CRN Contingency Routing Number

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.

CPE Customer Premise Equipment

Communications or terminal equipment located at a subscriber's premises and connected with a carrier's telecommunication channel at the demarcation point.

Database

An organized collection of information, typically stored in computer systems, comprised of fields, records (data) and indexes. In 911, such databases include a MSAG, telephone number/emergency service number, and telephone customer records.

Database Service Provider

A service supplier who maintains and supplies or contracts to maintain and supply an ALI database or a MSAG.

Dedicated Trunk

A telephone circuit used for a single purpose such as transmission of 911 calls.

DR	Default Routing 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.
ECRF	Emergency Call Routing Function 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.
EMS	Emergency Medical Service The emergency medical response group established under the Emergency Medical Systems Act of 1972.
ENP	Emergency Number Professional A certification program for telecommunicators to encourage professional growth, promote a standard of competence, ensure an awareness of current issues in the 911 field, and provide formal recognition of individuals for professional achievement.
ESN	Emergency Service Number A number defining the primary PSAP and up to five secondary PSAPs serving a particular telephone number. It is used in conjunction with the selective routing feature of E911 service.
ESZ	Emergency Service Zone 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.
ESGW	Emergency Services Gateway 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.
ESInet	Emergency Services Internet Protocol Network An ESInet is a managed IP network that is used for emergency services communications, and 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).
ESME	Emergency Services Message Entity The ESME routes and processes the out-of-band messages related to emergency calls. This functionality is sometimes incorporated into the ALI database engine of a selective router.
ESNE	Emergency Services Network Entity The ESNE routes and processes the voice band portion of the emergency call. The ESNE is composed of selective routers, which are also known as routing, bridging, and transfer switches.
ESQK	Emergency Services Query Key A digit string that uniquely identifies an ongoing emergency services call and is used to correlate the emergency services call with the associated data messages. It may also identify an emergency services zone and may be used to route the call through the network, similar to an Emergency Services Routing Key (ESRK) in wireless E911 networks.

ESRN Emergency Services Routing Number

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.

E911 Enhanced 911

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 306 and any failure of public safety agencies to be designated as PSAPs or secondary PSAPs under Section 307.

First Responder

Police, fire, or medial resource that is dispatched to handle 911 calls and deliver emergency services.

GIS Geographical Informational System

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 has the ability to query and analyze data in order 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).

HCAS Hybrid Call Associated Signaling

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

Hypertext Link

A way to connect two Internet resources via a simple word or phrase on which a user can click to start the connection and easily access cross-references.

ISDN	Integrated Services Digital Network 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. i2 – National Emergency Number Association (NENA) Defined VoIP Solution i2 routes VoIP calls into the current E911 systems and to the correct PSAP with correct ANI and ALI. i2 accommodates both stationary and nomadic users and provides MSAG valid location information and provides a method for nomadic user location either through an automated process or user input via a service prompted, web-based form or equivalent. Intended migratory path from i1. 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.
LRO	Last Routing Option 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.
Lat/Lon	Latitude and Longitude A coordinate system by means of which the position or location of any place on the earth’s surface can be described. Also known as x,y.
LAN	Local Area Network A transmission network encompassing a limited area, such as a single building or several buildings in close proximity.
LEC	Local Exchange Carrier 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.
LIS	Location Information Server 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.
LNP	Local Number Portability A process by which a telephone number may be reassigned from one Local Exchange Carrier to another.
LoST	Location to Service Translation 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.

MSAG Master Street Address Guide

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.

MCDA Michigan Communication Directors Association

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

Mobile Subscriber

A subscriber who uses a wireless device that can be in motion during the call. Wireless Fidelity VoIP is expected to eventually allow the end user to take a home-based telephony connection and roam within an interconnected wireless network, much as cellular technologies allow today.

MLTS Multi-Line Telephone System

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.

NASNA National Association of State 911 Administrators

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.

NENA National Emergency Number Association

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.

NOC Network Operations Center

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.

NG911 Next Generation 911

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.

NCAS NonCall Associated Signaling

A method for delivery of wireless 911 calls in which the mobile directory number and other call-associated data are passed from the Mobile Switching Center to the PSAP outside the voice path.

Phase I Wireless E911 Service

Dispatch center receives call back number of the wireless phone used to dial 911 and the location of the cell site used to handle the call.

Phase II Wireless E911 Service

Dispatch center receives specific location information of the wireless caller dialing 911 within parameters set by the FCC.

Primary PSAP

A PSAP to which 911 calls are routed directly from the 911 Control Office. (See PSAP below.)

PBX

Private Branch Exchange

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.

PSAP

Public Safety Answering Point

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.

PSTN

Public Switched Telephone Network

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.

Secondary PSAP Answering Point

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.

Selective Router

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

SR

Selective Routing

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.

SIP Session Initiation Protocol

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.

**SS7/
CCS7 Signaling System 7 (SS7) / Common Channel Signaling (CCS7)**

An inter-office signaling CCS7 network separate from the voice path network, utilizing high-speed data transmission to accomplish call processing. (The Public Switched Telephone Network is in the process of upgrading from MF Signaling to SS7.)

SNC State 911 Committee

Effective at its June 24, 2008, meeting, the Emergency Telephone Service Committee changed its name to reflect current systems and technology. Its original creation and purpose remains the same.

Static Subscriber

A subscriber who uses a device that is static during a call and has a static IP address assigned to it. Static subscribers use cable and DSL VoIP, often deployed in static configurations in which the end user stays at a fixed location and uses the standard North American Numbering Plan. Examples of this service include residential landline replacements using cable or DSL connections.

Switch

Telephone company facility where subscriber lines or interswitch trunks are joined to switching equipment for connecting subscribers to each other, locally, or long distance.

(911) System Service Provider

The entity that manages, maintains, and provides various 911 elements such as ALI database, MSAG to PSAPs. This function is often performed by the LEC.

Tariff

The rate approved by the MPSC for 911 service provided by a particular service supplier. Tariff does not include a rate of a CMRS by a particular supplier.

Telecommunicator

As used in 911, a person who is trained and employed in public safety telecommunications. The term applies to call takers, dispatchers, radio operators, data terminal operators, or any combination of such functions in a PSAP.

Tentative 911 Service Plan

A plan prepared by one or more counties for implementing a 911 system in a specified 911 service district.

TCC Text Control Centers

Nationally, the wireless carriers and their vendors are establishing a small network of TCC's to interface between carrier-originated wireless 911 text users and the PSAP environment.

Transfer Method

A PSAP transfers the 911 call directly to the appropriate public safety agency or other provider of emergency service that has an available emergency service unit located closest to the request for emergency service for dispatch of an emergency service unit.

Trunk

Typically, a communication path between central office switches or between the 911 Control Office and the PSAP.

Universal Emergency Number Service

Public telephone service that provides service users with the ability to reach a PSAP by dialing the digits "911." Also referred to as "911 Service."

Universal Emergency Number Service System

A system for providing 911 service under P.A. 80 of 1999. Also referred to as “911 System.”

V- E2 An extension to the E2 ALI interface (specified in the NENA Standards TIA J-STD-036)

v-E2 is defined by the NENA VoIP Location Working Group. v-E2 provides support for a “VoIP” class-of-service indicator in the response message from the VoIP Positioning Center (VPC) to the ALI.

VoIP Voice Over Internet Protocol

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

VPC VoIP Positioning Center

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.

WAN Wide Area Network

A network that covers a broad area (i.e., any telecommunications network that links across metropolitan, regional, or national boundaries) using private or public network transports.

Wireless

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

Wireless Emergency Service Order

The order of the Federal Communications Commission. FCC docket No. 94-102, adopted June 12, 1996, with an effective date of October 1, 1996.

Wireless Phase I

Required by FCC Report and Order 96-264 pursuant to Notice of Proposed Rule Making 94-102. The delivery of a wireless 911 call with callback number and identification of the cell-sector from which the call originated. Call routing is determined by cell-sector.

Wireless Phase II

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

- Within two years: 40% of all wireless 911 calls.
- Within three years: 50% of all wireless 911 calls.
- Within five years: 70% of all wireless 911 calls.
- Within six years: 80% of all wireless 911 calls.

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

- Within three years: all carriers must make uncompensated barometric data available to PSAPs from any handset that has the capability to deliver barometric sensor data.
- Within three years: nationwide carriers must use an independently administered and transparent test bed process to develop a proposed z-axis accuracy metric and must submit the proposed metric to the FCC for approval.
- Within six years: nationwide CMRS providers must deploy either: (1) dispatchable location, or (2) z-axis technology that achieves the FCC-approved z-axis metric, in each of the top 25 Cellular Market Areas (CMAs).

- Within eight years: nationwide CMRS providers must deploy dispatchable location orz- axis technology, in accordance with the above benchmarks in each of the top 50 CMAs.

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

The clock for all of the timeframes began on March 4, 2015.

Wireless Telecommunications

The family of telecommunications services under the heading of Commercial Mobile Radio Service. 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 website for the National Emergency Number Association at <http://www.nena.org/?page=Glossary>.