

**WASHTENAW COUNTY
2008 FINAL ENHANCED 9-1-1 PLAN**

HISTORY

December 16, 1988	First plan recommended to the Board of Commissioners by the Enhanced 9-1-1 Task Force.
February 1, 1989	Board of Commissioners approved the first Enhanced 9-1-1 Plan.
February 20, 1992	Plan amended by the Enhanced 9-1-1 Task Force and Recommended to the Board of Commissioners.
July 8, 1992	Amended plan approved by the Board of Commissioners.
October 10, 1995	Emergency Telephone District Board approved the amended plan.
December 13, 1995	Board of Commissioners approved the amended plan.
July 12, 2000	Public Safety Answering Point subcommittee agreed to begin work on amending the current Enhanced 9-1-1 plan to address Wireless 9-1-1 and for other purposes.
January 17, 2001	Board of Commissioners approved the Tentative Enhanced 9-1-1 Plan.
April 18, 2001	A Public Hearing was held and the Board of Commissioners adopted the Final Enhanced 9-1-1 Plan.
November 12, 2003	Public Safety Answering Point subcommittee agreed to begin work on amending the current Enhanced 9-1-1 plan to address the Washtenaw County 800 MHz Business Plan proposal.
April 22, 2004	Emergency Telephone District Board approved the amended plan.
October 6, 2004	A Public Hearing was held and the Board of Commissioners adopted the Final Enhanced 9-1-1 Plan.
December 21, 2007	Public Acts 164 and 165 were approved and allowed for a State and County based surcharge on all devices with access to 9-1-1 rather than just landlines. These amendments take effect July 1, 2008; therefore, The Public Safety Answering Point subcommittee agreed to begin work on amending the current Enhanced 9-1-1 plan.
June 12, 2008	The Emergency Telephone District Board approved an amended plan.
August 6, 2008	The Washtenaw County Board of Commissioners adopted the Tentative Amended Enhanced 9-1-1 Plan and established the date for a required public hearing.
November 5, 2008	A public hearing was held pursuant to Public Act 32, as amended.
November 19, 2008	The Board of Commissioners adopted the Washtenaw County Final Enhanced 9-1-1 Plan.

In 1986 the Michigan State Legislature passed Public Act 32, which enabled Michigan counties to establish emergency telephone districts within all or part of the county. Washtenaw County was designated as a service district for Enhanced 9-1-1 service. In March of 1994, sections of Public Act 32 were amended by Public Act 29 of 1994. This 9-1-1 service plan addresses the following aspects of emergency telephone service as required by Public Act 32, as amended.

- Technical considerations of the service supplier, including but not limited to, system equipment for facilities to be used in providing emergency telephone service.
- Operations considerations, including but not limited to, the designation of PSAPs and secondary PSAPs, the manner in which 9-1-1 calls will be processed, the dispatch functions to be performed, plans for documenting closest public safety unit dispatching requirements, the dispatch of Michigan state police personnel, and identifying information systems to be used.
- Managerial considerations including the organizational form and agreements that would control technical, operational, and fiscal aspects of the emergency telephone service.
- Fiscal considerations including projected nonrecurring and recurring costs with a financial plan for implementing and operating the system.

Public Act 32 was further amended in December of 2007 by Public Acts 164 and 165. These amendments provide for two sources of 9-1-1 funding to counties through a surcharge. These two sources include a statewide surcharge and a local surcharge on all devices that can access 9-1-1 including Voice over Internet Protocol (VoIP), landlines, and cell phones also referred to as Commercial Mobile Radio Services (CMRS). The following language is pursuant to Public Act 32, as amended:

- Sec. 401a. (1) Except as otherwise provided under section 401c, each service supplier within a 9-1-1 service district shall bill and collect a state 9-1-1 charge from all service users of the service supplier within the geographical boundaries of the 9-1-1 service district or as otherwise provided by this section. The billing and collection of the state 9-1-1 charge shall begin July 1, 2008. The state 9-1-1 charge shall be uniform per each service user within the 9-1-1 service district.
- Sec. 401b. (1) In addition to the charge allowed under section 401a, after June 30, 2008 a county board of commissioners may, by resolution, millage as otherwise allowed by law, with the approval of the voters in the county, or any combination thereof, assess a county 9-1-1 charge. The board of commissioners shall state in the resolution, ballot question, or millage request the anticipated amount to be generated.

By establishing Enhanced 9-1-1 service in Washtenaw County, we provide for (1) the use of one simple easy-to-remember telephone number for all emergencies in any location within the County, and (2) the use of automatic number identification (ANI), automatic location identification (ALI), and selective routing (SR) to increase the effectiveness of emergency services. In addition we attempt to decrease the risks faced by emergency response personnel through increased knowledge of the emergency situation.

This Enhanced 9-1-1 Service Plan was prepared in accordance with the Emergency Telephone Service Enabling Act (Michigan PA 32, 1986, as amended). All stipulations and requirements of the remaining clauses of PA 32, as amended are included in this plan whether or not specifically mentioned herein.

I. EMERGENCY TELEPHONE DISTRICT BOARD

The County Board of Commissioners shall create a Emergency Telephone District Board to govern the fiscal operation of the District. The makeup of the Emergency Telephone District Board will be comprised of the Sheriff of the County, a representative of the Michigan State Police appointed by the Director of the Michigan State Police, and a firefighter, plus elected officers and/or chief administrative officers in the following distribution: three township representatives to be appointed by the Township Association; one representative each from Manchester, and Dexter Village; one representative each from the Cities of Ann Arbor, Chelsea, Ypsilanti, Saline, and Milan; and three Washtenaw County Government representatives

appointed by the Board of Commissioners; and the E-9-1-1 Coordinator.

II. TECHNICAL CONSIDERATIONS

The Enhanced 9-1-1 service as provided in Washtenaw County includes the following features: Selective Routing (SR), Automatic Number Identification (ANI), and Automatic Location Identification (ALI). The ALI Database will be maintained by the network providers.

"Administrative Findings" will update Appendices D and E quarterly with the most current list of communication companies providing service to Washtenaw County. Appendix B will also be updated quarterly with the most recent recurring and non-recurring charges as well as the telephone line distribution by primary Public Safety Answering Points in Washtenaw County. Appendix C may be updated at any time there are changes to the list of designated primary or secondary Public Safety Answering Points in Washtenaw County. Appendix G may be updated at any time if the Michigan Emergency Telephone Service Committee approves an amended list of "Allowable or Disallowable 9-1-1 Surcharge Expenditures". Appendix F will be updated annually in the first quarter of each year to establish the annual population percentage for use in the County based 9-1-1 surcharge allocation. The University of Michigan and Eastern Michigan University will provide their fall housing population figures in the first quarter of each year for inclusion in the population formula.

All telephone companies interested in providing Enhanced 9-1-1 service will cooperate to supply, in accordance with the Michigan Public Service Commission tariff rates, rules and regulations, the design, installation, and maintenance of the network for all facilities involved in providing emergency response telephone service. This will include modification of all pay telephones to provide free 9-1-1 service.

All Commercial Mobile Radio Service ("CMRS") providers are requested and directed to deploy Phase I & II 911 enhanced service as provided in the wireless emergency service order ("Order"), FCC Docket No. 94-102, adopted June 12, 1996 with an effective date of October 1, 1996.

All calls in the Washtenaw County Emergency Telephone Service District shall be processed in the manner indicated in Appendix C. Specific answering procedures will be the responsibility of the agency operating the Public Safety Answering Point, including the manner in which 9-1-1 calls will be processed, the dispatch functions to be performed, plans for documenting closest public safety unit dispatching requirements, the dispatch of Michigan State Police personnel, and identifying information systems to be used.

Equipment for Public Safety Answering Point's will be provided, installed, and maintained by the vendor(s) of communications equipment contracted with the Public Safety Answering Points for such purposes. All Public Safety Answering Points shall include equipment for the hearing and speech impaired when selecting Public Safety Answering Point equipment. The use of a singular vendor will be given consideration as means for providing future inter-agency cooperation in both technical and fiscal matters.

III. OPERATIONAL CONSIDERATIONS

Within five days of the adoption of the Tentative Amended Enhanced 9-1-1 plan by the Board of Commissioners, the County clerk delivered to each city, village or township, charter township, special service district, or state university of Washtenaw County a copy of both the adopting resolution and the Tentative Enhanced 9-1-1 plan.

Each city, village or township, charter township, special service district, or state university of Washtenaw County, if deciding against participation in the Enhanced 9-1-1 service district was requested, in accordance with Public Acts 32, as amended, to file a notice of exclusion from the district not later than 45 days after the receipt of this plan.

Any city, village or township, charter township, special service district, or state university of Washtenaw County not filing a notice of exclusion from the district was, in accordance with Acts 32, as amended included within the Enhanced 9-1-1 service district.

Each safety agency designated to serve as a Public Safety Answering Point was required to file a notice of their intent whether to serve or not as the primary Public Safety Answering Point no later than 45 days after the city village, township, charter township, special service district, or state university which the county serves received the plan. Failure to file a notice of intent resulted in the safety agency not being designated as a Public Safety Answering Point in this final Enhanced 9-1-1 plan.

If the Public Safety Answering Point designation mentioned above involves another public or private safety agency, the safety agency designated as the primary Public Safety Answering Point must accept the responsibility for either dispatching the appropriate emergency service vehicles within the area, or transferring 9-1-1 calls received to the public safety agency responsible for dispatching such services.

Each primary Public Safety Answering Point will be responsible for establishing the method with which it will use to transfer calls to any secondary Public Safety Answering Point existing within the jurisdiction served by the primary Public Safety Answering Point. These mutually agreed upon methods must include two of the following: direct dispatch, call transfer, or call relay.

While the plan is designed solely for the benefit of residents of Washtenaw County, other communities may be affected by the implementation of this plan. Prior to implementation of service, agreements were reached with these communities as to the proper forwarding of those 9-1-1 calls which originate beyond the boundaries of this Emergency Telephone Service District.

For the purpose of this plan, the boundaries of the 9-1-1 emergency telephone service district shall be the geographic boundaries of Washtenaw County, Michigan.

Any entity which operates an independent Public Safety Answering Point shall not be prohibited from joining the Washtenaw County Central Dispatch Authority or its successor by this plan. Likewise, this plan shall not prohibit any entity which is part of the Washtenaw County Central Dispatch Authority or its successor from becoming an independent Public Safety Answering Point. The costs for any change of status described above will be charged to the entity which requests the change.

Pursuant to Public Act 32, as amended, Section 501(1), after implementation of this plan, should a public safety agency serving a public agency within the 9-1-1 service district wish to be added to the 9-1-1 system as a PSAP or secondary PSAP, that agency shall present to the County clerk a notice of intent to function as a PSAP in accordance with Section 307. Within five days of receipt of the notice the county clerk shall forward the written notice to the service supplier. The public safety agency shall commence to function as a PSAP or secondary PSAP as soon as feasible after giving the written notice.

IV. MANAGERIAL CONSIDERATIONS

Each public or private safety agency which files a notice of intent to function as a Public Safety Answering Point (either primary or secondary) accepts the responsibility for the management of the on-line public safety dispatch center including: the operational configuration, level of service, and equipment needs.

Management of each Public Safety Answering Point will be in accordance with the policies and procedures of the public safety agency or private safety entity which operates the Public Safety Answering Point. When more than one agency or entity participates in the same Public Safety Answering Point, management procedures will be of a mutually agreed upon nature.

In addition each community or safety agency described above is responsible, in accord with P.A. 32, as amended, to assure an appropriate and timely implementation and maintenance of their individual Enhanced 9-1-1 system. Such activities may include, but not necessarily be limited to: system-wide planning, coordination, information, liaison, and approval of payment for system charges.

Each community or agency described above acknowledges that the rates, rules and regulations of the Michigan Public Service Commission's Enhanced 9-1-1 tariffs now in effect or as modified by the Commission in the future, govern the charges made for the Enhanced 9-1-1 network by each respective 9-1-1 service provider.

V. FISCAL CONSIDERATIONS

The following fiscal considerations are for the State and County based 9-1-1 surcharge pursuant to P. A. 32, as amended:

Sec. 401a. (1) Except as otherwise provided under section 401c, each service supplier within a 9-1-1 service district shall bill and collect a state 9-1-1 charge from all service users of the service supplier within the geographical boundaries of the 9-1-1 service district or as otherwise provided by this section. The billing and collection of the state 9-1-1 charge shall begin July 1, 2008. The state 9-1-1 charge shall be uniform per each service user within the 9-1-1 service district.

(2) The amount of the state 9-1-1 charge payable monthly by a service user shall be established as provided under subsection (4). The amount of the state 9-1-1 charge shall not be more than 25 cents or less than 15 cents. The charge may be adjusted annually as provided under subsection (4).

(3) The state 9-1-1 charge shall be collected in accordance with the regular billings of the service supplier. Except as otherwise provided under this act, the amount collected for the state 9-1-1 charge shall be remitted quarterly by the service supplier to the state treasurer and deposited in the emergency 9-1-1 fund created under section 407. The charge allowed under this section shall be listed separately on the customer's bill or payment receipt.

(4) The initial state 9-1-1 charge shall be 19 cents and shall be effective July 1, 2008. The state 9-1-1 charge shall reflect the actual costs of operating, maintaining, upgrading, and other reasonable and necessary expenditures for the 9-1-1 system in this state. The state 9-1-1 charge may be reviewed and adjusted as provided under subsection (5).

(5) The commission in consultation with the committee shall review and may adjust the state 9-1-1 charge under this section and the distribution percentages under section 408 to be effective on January 1, 2009 and January 1, 2010. Any adjustment to the charge by the commission shall be made no later than October 1 of the preceding year and shall be based on the committee's recommendations under section 412. Any adjustments to the state 9-1-1 charge or distribution percentages after December 31, 2010 shall be made by the legislature.

(6) If a service user has multiple access points or access lines, the state 9-1-1 charge will be imposed separately on each of the first 10 access points or access lines and then 1 charge for each 10 access points or access lines per billed account.

(7) This section takes effect July 1, 2008.

Sec. 401b. (1) In addition to the charge allowed under section 401a, after June 30, 2008 a county board of commissioners may, by resolution, millage as otherwise allowed by law, with the approval of the voters in the county, or any combination thereof, assess a county 9-1-1 charge. The board of commissioners shall state in the resolution, ballot question, or millage request the anticipated amount to be generated.

(2) The charge assessed under this section and section 401e shall not exceed the amount necessary and reasonable to implement, maintain, and operate the 9-1-1 system in the county.

(3) If the voters approve the charge to be assessed on the service user's monthly bill on a ballot question under this section, the service provider's bill shall state the following:

"This amount is for your 9-1-1 service which has been approved by the voters on (DATE OF VOTER APPROVAL). This is not a charge assessed by your service supplier. If you have questions concerning your 9-1-1 service, you may call (INCLUDE APPROPRIATE TELEPHONE NUMBER)".

(4) Within 90 days after the first day of each fiscal or calendar year of a county, an annual accounting shall be made of the charge approved under this section.

(5) Except as otherwise provided in subsection (9), the county 9-1-1 charge collected under this section shall be paid quarterly directly to the county and distributed by the county to the primary PSAPs by 1 of the following methods:

- (a) As provided in the final 9-1-1 service plan.*
- (b) If distribution is not provided for in the plan, then according to any agreement for distribution between the county and public agencies.*
- (c) If distribution is not provided in the plan or by agreement, then according to population within the emergency 9-1-1 district.*

(6) The county may adjust the county 9-1-1 charge annually to be effective July 1. The county shall notify the committee no later than April 1 of each year of any change in the county 9-1-1 charge under this section.

(7) If a county has multiple emergency response districts, the county 9-1-1 charge collected under this section shall be distributed under subsection (5) in proportion to the population within the emergency 9-1-1 district.

(8) This section shall not preclude the distribution of funding to secondary PSAPs if the distribution is determined by the primary PSAPs within the emergency 9-1-1 district to be the most effective method for dispatching of fire or emergency medical services and the distribution is approved within the final 9-1-1 service plan.

(9) The service supplier may retain 2% of the approved county 9-1-1 charge to cover the supplier's costs for billings and collections under this section.

(10) The charge allowed under this section shall be listed separately on the customer's bill and shall state by which means the charge was approved under subsection (1).

(11) Information submitted by a service supplier to a county under this section is exempt from the freedom of information act, 1976 PA 442, MCL 15.231 to 15.246, and shall not be released by the county without the consent of the service supplier.

(12) If a service user has multiple access points or access lines, the county 9-1-1 charge will be imposed separately on each of the first 10 access points or access lines and then 1 charge for each 10 access points or access lines per billed account.

Distribution of 9-1-1 Surcharge Funds.

- I. All Washtenaw County primary Public Safety Answering Points (Appendix C) may elect at anytime to receive initial wireless 9-1-1 calls and then are entitled to a portion of the State 9-1-1 funds identified in section 408 (4a) of P.A. 165. Funds received shall be allocated as outlined in this Plan under section 4 of the Fiscal Policy.

All Washtenaw County primary Public Safety Answering Points (Appendix C) shall receive a portion of the County based 9-1-1 surcharge funds as outlined in this Plan under section 4 of the Fiscal Policy.

All Washtenaw County Primary Public Safety Answering Points will be responsible for compliance with audit requirements for funds received in accordance with Public Act 32 as amended.

The Emergency Telephone District Board shall have the power and authority to disburse monies collected pursuant to this plan.

- II. The following section on training funds shall apply to all primary and secondary Public Safety Answering points in Washtenaw County as outlined in this plan. Training funds are provided for from a portion of the State 9-1-1 surcharge and in accordance with P.A. 32, as amended, Sec. 408(1):

(c) 6.0% shall be available to PSAPs for training personnel assigned to 9-1-1 centers. A written request for money from the fund shall be made by a public safety agency or county to the committee. The committee shall semiannually authorize distribution of money from the fund to eligible public safety agencies or counties. A public safety agency or county that receives money under this subdivision shall create, maintain, and make available to the committee upon request a detailed record of expenditures relating to the preparation, administration, and carrying out of activities of its 9-1-1 training program. Money expended by an eligible public safety agency or county for a purpose considered unnecessary or unreasonable by the committee or the auditor general shall be repaid to the fund. The commission shall consult with and consider the recommendations of the committee in the promulgation of rules under section 413 establishing training standards for 9-1-1 system personnel. Money shall be disbursed on a biannual basis to an eligible public safety agency or county for training of PSAP personnel through courses certified by the committee only for either of the following purposes:

(i) To provide basic 9-1-1 operations training.

(ii) To provide in-service training to employees engaged in 9-1-1

service.

- (1) *Operational charge funds collected and expended pursuant to this act shall be used exclusively for the operation of the 9-1-1 system.*
- (2) *Each PSAP or secondary PSAP shall assure that fund accounting, auditing, monitoring, and evaluation procedures are provided. The accounting procedures shall provide for accurate and timely recording of receipt and disbursement of funds by source.*
- (3) *An annual audit shall be conducted by an independent auditor using generally accepted accounting principles and copies of the annual audit shall be made available for public inspection.*
- (4) *An increase in 9-1-1 funds shall not be authorized or expended for the next fiscal year unless an annual audit has been performed for the previous fiscal year and expenditures are in compliance with this act. Except as provided in subsection (5), the PSAP shall continue to operate at the same funding level as the same funding level as the previous fiscal year until an audit is performed as required by this section.*
- (5) *The recurring emergency telephone operating charges authorized under section 401 shall not be expended if an audit has not been performed as required by this section within 120 days of the end of the fiscal year.*

Current telephone service user operational surcharges are updated quarterly and listed in Appendix B.

B. Public Safety Answering Point Equipment Costs

P.A. 32, as amended, Sec 303 (3) states that *"The tentative 9-1-1 service plan shall require each public agency operating a PSAP under the 9-1-1 system to pay directly for all installation and recurring charges for terminal equipment, including customer premises equipment, associated with the public agency's PSAP , and may require each public agency operating a PSAP under the 9-1-1 system to pay directly to the service supplier all installation and recurring charges for all 9-1-1 exchange and tie lines associated with the public agency's PSAP."*

Equipment to be required for primary PSAP's under this plan is set at a minimum:

- *ANI and ALI terminal displays*
- *ANI and ALI master and auxiliary controllers*
- *A telephone system with adequate line capacity*
- *Telecommunications Device for the Deaf compatible with the E-9-1-1 telephone equipment.*

Selection of Public Safety Answering Point equipment is the responsibility of the PSAP operators.

C. Fiscal Policy

The following reflects the financial considerations for operating and implementing this plan:

1. Any safety agency which operates an independent PSAP under this plan is responsible for the following fiscal details:
 - a. Procurement, installation, maintenance, and replacement of ANI, ALI, or other PSAP equipment as required.

- b. Payment for any additional PSAP equipment and/or program features as determined by the agency, such as secondary PSAP's or increased number of incoming lines.
- c. Personnel and associated PSAP operation expenses other than those specified in section 102(h) of P.A. 32

2. Washtenaw County Government is responsible for the following fiscal items:

- a. Funding for staff and supplies to support the Emergency Telephone District Board.
- b. To act, on a cost recovery basis, as the fiduciary point for disbursement of P.A. 32 surcharges collected and disbursed under this plan.

3. Singular Multi-Agency PSAPs

- a. County government, public agencies, public safety agencies, and private safety entities which wish to participate in a singular PSAP will share on a proportional basis, the costs of the singular PSAP.
- b. Should the resultant singular PSAP be a county-wide or regional emergency dispatch that provides service to 75% of the law enforcement, fire fighting, emergency medical service, and other emergency services within the geographical area of the 9-1-1 service area,

or,

serve 75% or more of the population of the 9-1-1 service district, it shall fit the definition of a Consolidated Dispatch under PA 32, as amended, Sec 102.c. Such dispatch operation shall provide dispatch service at no cost to the Michigan State Police Department for operations within the 9-1-1 service area.

4. Disbursement of Surcharge Monies

- a. On a cost recovery basis, Washtenaw County government shall administer receipt and disbursement of funds and/or equipment directly received and/or acquired as a result of funding from Section IV. A. 3. The cost recovery level is set at 5% (five percent) of the County based 9-1-1 surcharge funds received.

Washtenaw County may also assess a cost recovery fee of up to 5% of State 9-1-1 surcharge revenues, only if required to cover actual administrative costs.

- b. Each participating PSAP in a defined Consolidated Dispatch operation acknowledges that monies collected from telephone surcharges for their geographic area of responsibility shall be deposited with the Authority Board created to govern that Consolidated Dispatch operation. Such deposits will be made quarterly, beginning on the first day of the fourth month following the creation of such Authority Board, and each quarter thereafter, until the expiration of P. A. 32, as amended, or replacement of this Plan.
 - i. Upon the commitment of two or more PSAPs within the emergency telephone district to develop and operate a defined Consolidated Dispatch entity, notice shall be given to the Emergency Telephone District Board of such intent by the governing body of the public agencies served by the PSAPs committing.
 - ii. Surcharge monies collected for the geographic area of the committed PSAPs shall then be made available for the development costs and charges associated with the development stage of such Consolidated Dispatch operation.

- iii. The committed PSAPs acknowledge that such funds will be directed to that development.
 - iv. Any committed PSAP under this section may remove themselves from the development process and / or the commitment of funds by delivering to the Emergency Telephone District Board a resolution to that effect from the governing body of the public agency(ies) served by that PSAP.
- c. Any PSAP in the Washtenaw County E-9-1-1 Service District not participating in a defined Consolidated Dispatch operation shall continue to receive a portion of 9-1-1 surcharge funds as formulated in this Plan, until the expiration of P. A. 32, as amended or replacement of this Plan.
- d. County based 9-1-1 surcharge funds received beginning July 1, 2008 and ending December 31, 2008 shall be disbursed based on the percentage of telephone lines serviced by the Primary Public Safety Answering Points within the District.

County based 9-1-1 surcharge funds received beginning January 1, 2009 shall be disbursed based partly on the percentage of telephone lines serviced by the primary Public Safety Answering Points and partly on the percentage of population serviced by the primary Public Safety Answering Points within their District.

The table below demonstrates the transition from disbursing funds based on landline percentages to population percentages

Year	Wireline Disbursement Percentage	Population Disbursement Percentage
2009	80%	20%
2010	60%	40%
2011	40%	60%
2012	20%	80%
2013 and beyond	0%	100%

* Wireline percentages (Appendix B) are calculated quarterly based on figures obtained from service providers for lines in service in Washtenaw County.

** Population percentage figures (Appendix F) are calculated annually based on figures provided by the Southeast Michigan Council of Governments (SEMCOG). The University of Michigan and Eastern Michigan University will provide their fall housing population figures in the first quarter of each year for inclusion in the population formula.

- e. For the purpose of State 9-1-1 fund disbursements, a Primary Public Safety Answering Point that accepts initial wireless 9-1-1 calls shall receive a portion of the 75% State 9-1-1 operational surcharge fund. This portion will be determined by the proportion of the number of initial wireless 9-1-1 calls they receive of the total number of initial wireless 9-1-1 calls received in Washtenaw County. For example, if a PSAP receives 10% of the total number of initial wireless 9-1-1 calls placed in Washtenaw County, then they will receive 10% of the 75% State 9-1-1 operational fund. Call volume will be determined quarterly by the County's 9-1-1 Coordinator and submitted to the PS/8 Subcommittee for review and recommendation to the Emergency Telephone District Board approval prior to disbursement.

Until a Primary Public Safety Answering Point elects to receive initial wireless 9-1-1 calls, Washtenaw County Central Dispatch will be the default answering point unless otherwise designated by that Primary Public Safety Answering Point.

- f. The remaining 25% of the State 9-1-1 operations surcharge will be held in a separate account for the purpose of funding future 9-1-1 technology needs of the nine (9) primary Public Safety Answering Points. These funds will be distributed after PS/8 Subcommittee review and recommendation to the Emergency Telephone District Board for approval.

D. Disbursement Authorization Required

Sec. 102. (h) "Emergency telephone operational charge" means a charge for non-network technical equipment and other costs directly related to the operation of 1 or more PSAPs including, but not limited to, dispatch personnel. Costs associated with non-PSAP operation such as response vehicles and personnel shall not be included in those assessments levied under this act.

It is the intention of the County to insure that all expenditures of surcharge monies comply with Sec. 102(h) as stated above. Therefore, the following procedure shall be adhered to:

1. The Emergency Telephone District Board (ETDB) shall, by resolution of the Board of Commissioners, have the responsibility of determining the appropriateness of expenditure of the monies distributed to individual Public Safety Answering Points as relates to the Act, or in accordance with the mandates of the Board of Commissioners, which shall take precedence.
2. The Emergency Telephone District Board shall approve or disapprove the disbursement of surcharge monies based on:
 - a. The annual audit of each Public Safety Answering Point which shall delineate actual costs for capital equipment, communications equipment, and dispatch personnel.
 - b. Each PSAP shall provide, at the beginning of the calendar year, a proposed expenditure budget for the anticipated surcharges for their jurisdiction. The ETDB shall evaluate that budget and disbursement be approved for the following fiscal period.
 - c. Should any PSAP expend surcharge monies for costs not allowed under Sec. 102(h), that PSAP's share of surcharge monies shall be held in escrow until such time as corrections to the expenditures shall be made and approved by the ETDB.
3. The Emergency Telephone Service Committee's "Listing of Allowable Wireless and Wireline 9-1-1 Surcharge Expenditures" (Appendix G) shall serve as guidance for use of all 9-1-1 surcharge funds collected under Public Act 32, as amended.

E. Telecommunications Service Priority Restoration

Washtenaw County has voluntarily applied for Telecommunications Service Priority Restoration Authorizations from the National Communications System for all 9-1-1 circuits from telephone central office locations to primary and secondary PSAPs identified in this plan. Washtenaw County authorizes the network provider(s) to collect the appropriate amount by tariff to pay for the maintenance of the restoration status and to charge the costs as part of the recurring network charges.

V. Attachments

- A. Definitions
- B. Wireline Distribution by Primary Public Safety Answering Point
- C. Designated Public Safety Answering Points
- D. Communication Service Providers in Washtenaw County

- E. Wireless 9-1-1 Service Providers in Washtenaw County
- F. Public Safety Answering Point Population Summary
- G. The Emergency Telephone Service Committee's Listing of Allowable and Disallowable Wireless and Wireline 9-1-1 Surcharge Expenditures

APPENDIX A

DEFINITIONS

The following Information is based upon content of this plan and Public Act 164 Sec.102 of 2007.

- (a) **"Automatic location identification"** or **"ALI"** means a 9-1-1 service feature provided by the service supplier that automatically provides the name and service address or, for a CMRS service supplier, the location associated with the calling party's telephone number as identified by automatic number identification to a 9-1-1 public safety answering point.
- (b) **"Automatic number identification"** or **"ANI"** means a 9-1-1 service feature provided by the service supplier that automatically provides the calling party's telephone number to a 9-1-1 public safety answering point.
- (c) **"Commercial mobile radio service"** or **"CMRS"** means commercial mobile radio service regulated under section 3 of title I and section 332 of title III of the communications act of 1934, chapter 652, 48 Stat. 1064, 47 USC 153 and 332, and the rules of the federal communications commission or provided under the wireless emergency service order. Commercial mobile radio service or CMRS includes all of the following:
 - (i) A wireless 2-way communication device, including a radio telephone used in cellular telephone service or personal communication service.
 - (ii) A functional equivalent of a radio telephone communications line used in cellular telephone service or personal communication service.
 - (iii) A network radio access line.
- (d) **"Commission"** means the Michigan public service commission.
- (e) **"Committee"** means the emergency 9-1-1 service committee created under section 712.
- (f) **"Common network costs"** means the costs associated with the common network required to deliver a 9-1-1 call with ALI and ANI from a selective router to the proper PSAP and the costs associated with the 9-1-1 database and data distribution system of the primary 9-1-1 service supplier identified in a county 9-1-1 plan. As used in this subdivision, "common network" means the elements of a service supplier's network that are not exclusive to the supplier or technology capable of accessing the 9-1-1 system.
- (g) **"Communication service"** means a service capable of accessing, connecting with, or interfacing with a 9-1-1 system, exclusively through the numerals 9-1-1, by dialing, initializing, or otherwise activating the 9-1-1 system through the numerals 9-1-1 by means of a local telephone device, cellular telephone device, wireless communication device, interconnected voice over the internet device, or any other means.
- (h) **"CMRS connection"** means each number assigned to a CMRS customer.
- (i) **"Consolidated dispatch"** means a countywide or regional emergency dispatch service that provides dispatch service for 75% or more of the law enforcement, fire fighting, emergency medical service, and other emergency service agencies within the geographical area of a 9-1-1 service district or serves 75% or more of the population within a 9-1-1 service district.
- (j) **"County 9-1-1 charge"** means the charge allowed under sections 401b, 401c, and 401e.
- (k) **"Database service provider"** means a service supplier who maintains and supplies or contracts to maintain and supply an ALI database or an MSAG.

- (l) **"Direct dispatch method"** means that the agency receiving the 9-1-1 call at the public safety answering point decides on the proper action to be taken and dispatches the appropriate available public safety service unit located closest to the request for public safety service.
- (m) **"Emergency response service" or "ERS"** means a public or private agency that responds to events or situations that are dangerous or that are considered by a member of the public to threaten the public safety. An emergency response service includes a police or fire department, an ambulance service, or any other public or private entity trained and able to alleviate a dangerous or threatening situation.
- (n) **"Emergency service zone" or "ESZ"** means 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.
- (o) **"Emergency telephone charge"** means emergency telephone operational charge and emergency telephone technical charge allowed under section 401.
- (p) **"Emergency 9-1-1 district" or "9-1-1 service district"** means the area in which 9-1-1 service is provided or is planned to be provided to service users under a 9-1-1 system implemented under this act.
- (q) **"Emergency 9-1-1 district board"** means the governing body created by the board of commissioners of the county or counties with authority over an emergency 9-1-1 district.
- (r) **"Emergency telephone operational charge"** means a charge allowed under section 401 for nonnetwork technical equipment and other costs directly related to the dispatch facility and the operation of 1 or more PSAPs including, but not limited to, the costs of dispatch personnel and radio equipment necessary to provide 2-way communication between PSAPs and a public safety agency. Emergency telephone operational charge does not include non-PSAP related costs such as response vehicles and other personnel.
- (s) **"Emergency telephone technical charge"** means a charge as allowed under section 401 or 401d for costs directly related to 9-1-1 service including plant-related costs associated with the use of the public switched telephone network from the end user to the selective router, the network start-up costs, customer notification costs, common network costs, administrative costs, database management costs, and network nonrecurring and recurring installation, maintenance, service, and equipment charges of a service supplier providing 9-1-1 service under this act. Emergency telephone technical charge does not include costs recovered under sections 401b(9) and 408(2).
- (t) **"Exchange access facility"** means the access from a particular service user's premises to the communication service. Exchange access facilities include service supplier provided access lines, PBX trunks, and centrex line trunk equivalents, all as defined by tariffs of the service suppliers as approved by the public service commission. Exchange access facilities do not include telephone pay station lines or WATS, FX, or incoming only lines.
- (u) **"Final 9-1-1 service plan"** means a tentative 9-1-1 service plan that has been modified only to reflect necessary changes resulting from any exclusions of public agencies from the 9-1-1 service district of the tentative 9-1-1 service plan under section 306 and any failure of public safety agencies to be designated as PSAPs or secondary PSAPs under section 307.
- (v) **"Master street address guide" or "MSAG"** means 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.
- (w) **"Obligations"** means bonds, notes, installment purchase contracts, or lease purchase agreements to be issued by a public agency under a law of this state.
- (x) **"Person"** means an individual, corporation, partnership, association, governmental entity, or any other legal entity.

- (y) **"Primary public safety answering point", "PSAP", or "primary PSAP"** means a communications facility operated or answered on a 24-hour basis assigned responsibility by a public agency or county to receive 9-1-1 calls and to dispatch public safety response services, as appropriate, by the direct dispatch method, relay method, or transfer method. It is the first point of reception by a public safety agency of a 9-1-1 call and serves the jurisdictions in which it is located and other participating jurisdictions, if any.
- (z) **"Prime rate"** means the average predominant prime rate quoted by not less than 3 commercial financial institutions as determined by the department of treasury.
- (aa) **"Private safety entity"** means a nongovernmental organization that provides emergency fire, ambulance, or medical services.
- (bb) **"Public agency"** means a village, township, charter township, or city within the state and any special purpose district located in whole or in part within the state.
- (cc) **"Public safety agency"** means a functional division of a public agency, county, or the state that provides fire fighting, law enforcement, ambulance, medical, or other emergency services.
- (dd) **"Qualified obligations"** means obligations that meet 1 or more of the following:
 - (i) The proceeds of the obligations benefit the 9-1-1 district, and for which all of the following conditions are met:
 - (A) The proceeds of the obligations are used for capital expenditures, costs of a reserve fund securing the obligations, and costs of issuing the obligations. The proceeds of obligations shall not be used for operational expenses.
 - (B) The weighted average maturity of the obligations does not exceed the useful life of the capital assets.
 - (C) The obligations shall not in whole or in part appreciate in principal amount or be sold at a discount of more than 10%.
 - (ii) The obligations are issued to refund obligations that meet the conditions described in subparagraph (i) and the net present value of the principal and interest to be paid on the refunding obligations, excluding the cost of issuance, will be less than the net present value of the principal and interest to be paid on the obligations being refunded, as calculated using a method approved by the department of treasury.
- (ee) **"Relay method"** means that a PSAP notes pertinent information and relays it by a communication service to the appropriate public safety agency or other provider of emergency services that has an available emergency service unit located closest to the request for emergency service for dispatch of an emergency service unit.
- (ff) **"Secondary public safety answering point" or "secondary PSAP"** means a communications facility of a public safety agency or private safety entity that receives 9-1-1 calls by the transfer method only and generally serves as a centralized location for a particular type of emergency call.
- (gg) **"Service supplier"** means a person providing a communication service to a service user in this state.
- (hh) **"Service user"** means a person receiving a communication service.
- (ii) **"State 9-1-1 charge"** means the charge provided for under sections 401a and 401c.
- (jj) **"Tariff"** means the rate approved by the public service commission for 9-1-1 service provided by a particular service supplier. Tariff does not include a rate of a commercial mobile radio service by a particular supplier.
- (kk) **"Tentative 9-1-1 service plan"** means a plan prepared by 1 or more counties for implementing a 9-1-1 system in a specified 9-1-1 service district.

- (ll) **"Transfer method"** means that a PSAP transfers the 9-1-1 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.
- (mm) **"Universal emergency number service"** or **"9-1-1 service"** means public communication service that provides service users with the ability to reach a public safety answering point by dialing the digits "9-1-1".
- (nn) **"Universal emergency number service system"** or **"9-1-1 system"** means a system for providing 9-1-1 service under this act.
- (oo) **"Wireless emergency service order"** means the order of the federal communications commission, FCC docket No. 94-102, adopted June 12, 1996 with an effective date of October 1, 1996.

APPENDIX B

COUNTY SURCHARGE DISTRIBUTION BY ANSWERING POINT

FIRST QUARTER 2009

<u>PSAP</u>	COUNTY SURCHARGE DISTRIBUTION
ANN ARBOR	\$155,605.78
CHELSEA	\$7,284.01
MILAN	\$5,378.40
PITTSFIELD	\$58,457.56
SALINE	\$13,832.22
U OF M	\$4,681.55
WASHTENAW CO.	\$190,025.44
YPSILANTI	\$19,632.23
<u>EMU</u>	<u>\$1,533.71</u>
TOTAL SURCHARGE DISTRIBUTION	\$456,430.91

- AS OF JULY 1, 2008, LINE COUNTS FOR THE CITY OF MILAN WILL ONLY INCLUDE THE PORTION OF MILAN THAT LYES IN WASHTENAW COUNTY.
- AS OF JULY 1, 2007, THE TECHNICAL 9-1-1 SURCHARGE COLLECTED BY THE TELEPHONE COMPANY IS \$.19 PER ACCESS LINE IN WASHTENAW COUNTY.
- CURRENT TELEPHONE SERVICE USER OPERATIONAL SURCHARGES ARE \$.80 PER MONTH. (DEPENDANT UPON 4% OF THE HIGHEST MONTHLY FLAT RATE CHARGED BY A SERVICE SUPPLIER FOR A 1-PARTY ACCESS LINE WITHIN THE GEOGRAPHICAL BOUNDARIES OF WASHTENAW COUNTY).
- AS OF JULY 1, 2008, THE COUNTY BASED SURCHARGE FOR ALL DEVICES WITH ACCESS TO 9-1-1 AND A BILLABLE ADDRESS IN WASHTENAW COUNTY WILL BE \$.43 UNLESS MODIFIED BY THE COUNTY BOARD OF COMMISSIONERS PURSUANT TO PUBLIC ACT 32, AS AMENDED.
- NOTE: LINE COUNTS FOR EASTERN MICHIGAN UNIVERSITY AND THE UNIVERSITY OF MICHIGAN ARE BASED ON THE SURCHARGE FORMULA ESTABLISHED FOR MULTI LINE TELEPHONE SYSTEMS BY PUBLIC ACT 32, AS AMENDED.

APPENDIX C

DESIGNATED PUBLIC SAFETY ANSWERING POINTS

PRIMARY PSAPs

Ann Arbor PD

Chelsea PD

Saline PD

Milan PD

Pittsfield Township Public Safety

Ypsilanti PD

U of M DPS

Eastern Michigan University DPS

Washtenaw County Central Dispatch
(Provides dispatch services for:
Northfield Township PD, MSP 26,
Washtenaw County Sheriff)

SECONDARY PSAPs

Huron Valley Ambulance

Note: Huron Valley Ambulance is contracted to provide dispatch services for the following fire departments:

Ann Arbor City Fire Department, Ann Arbor Township Fire Department, Northfield Township Fire Department, Salem Township Fire Department, Superior Township Fire Department, Scio Township Fire Department, Augusta Township Fire Department, Dexter Area Fire Department, Manchester Township Fire Department, and Ypsilanti Township Fire Department. Due to contracts with other departments, Clinton Fire Department, Stockbridge Fire Department and Sand Lake Fire Department are also dispatched.

APPENDIX D

COMMUNICATION SERVICE PROVIDERS FOR THE ENHANCED 9-1-1 SYSTEM

8X8 Inc.
CAN Comm.
AITell
Aptela
AT&T (Local)
AT&T (GA)
Birch
Broadwing Comm.
BullsEye
Cbeyond
Centennial Comm.
CenturyTel
Charter
Citizen Comm.
Clear Rate Comm.
ClearTel
Coast to Coast
Comcast IP Phone
Comtech
Comtel
Consumer Cellular
First Comm.
Global Crossing
Global Crossing local
Granite Telecom
Helio LLC
IBFA LLC
LDMI
Level 3
Lightyear
Matrix
MCI Metro/Verizon
McLeod USA (PAETEC)
MetroPCS
MetTel
MiTel
Midwestern Telecom
Navigator
New Cingular
Nextel
Nexvortex Inc.
NOS
PNG Telecom
Prime Circuits
Qwest
Sage Telecom
Speakeasy Broadband
Sprint
Sprint (Wireless)
Talk America (Cavalier)
TC3*
TCG Detroit
TDS Telecom
T Mobile
Telnet

Trans National
Verizon Wireless Personal
Verizon North
Verizon South
Verizon Wireless (New Par)
Vonage
Working Assets
XO Michigan Inc.

APPENDIX E

WIRELESS SERVICE PROVIDERS FOR THE ENHANCED 9-1-1 SYSTEM

AT&T Wireless PCS
SPRINT PCS
T-MOBILE
NEXTEL
VERIZON WIRELESS
MetroPCS

* Most Current list of Wireless Providers as of August 6, 2009 *

APPENDIX F

Public Safety Answering Point Population Summary Based on March 2008 SEMCOG Data

<u>PSAP</u>	<u>March 2008 Estimate</u>	<u>Population Percentage</u>
ANN ARBOR	114,740	31.16%
CHELSEA	5,058	1.37%
EMU	3,398	0.92%
MILAN *	3,816	1.04%
PITTSFIELD	35,458	9.63%
SALINE	9,185	2.49%
YPSILANTI	20,832	5.66%
U OF M	12,107	3.29%
WASHTENAW CENTRAL**	<u>163,666</u>	<u>44.44%</u>
	368,260	100%

* Beginning July 1, 2008, population figures for the City of Milan will only include the population that live in Washtenaw County

** The following communities are dispatched by WCCD

Ann Arbor Twp	4,456
Augusta Twp	6,679
Barton Hills	321
Bridgewater Twp	1,745
Dexter Twp	5,958
Dexter Village	3,543
Freedom Twp	1,626
Lima Twp	3,117
Lodi Twp	6,534
Lyndon Twp	2,905
Manchester Twp	2,312
Manchester Village	2,212
Northfield Twp	9,001
Salem Twp	6,703
Saline Twp	2,026
Scio Twp	16,322
Sharon Twp	1,842
Superior Twp	13,067
Sylvan Twp	3,361
Webster Twp	6,325
York Twp	8,647
Ypsilanti Twp	53,281

APPENDIX G

ALLOWABLE/DISALLOWABLE USAGE OF 9-1-1 SURCHARGE FUNDS BY WAY OF EXAMPLE, BUT NOT LIMITATION, THE FOLLOWING COSTS ARE ALLOWABLE OR DISALLOWABLE (as approved by the STATE 9-1-1 COMMITTEE on June 23, 2009):

Personnel Costs directly attributable to the delivery of 9-1-1 service (i.e.; directors, supervisors, dispatchers, call-takers, technical staff, support staff):
Salaries MSAG Coordination Uniforms
Fringe Benefits Addressing/Database EAP

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

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

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

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

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

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

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

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

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

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

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

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

ALLOWABLE/DISALLOWABLE USAGE OF 9-1-1 SURCHARGE FUNDS

ALLOWABLE 9-1-1 SURCHARGE FUNDS

9-1-1 SURCHARGE EXPENDITURES

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

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

Vehicle costs (staff vehicle, pool car, mileage reimbursement, fuel, etc.) directly attributable to the delivery of 9-1-1 service:

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

Professional Services

- Attorneys Consultants Insurance
- Architects Auditor

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

Miscellaneous

DISALLOWED 9-1-1 SURCHARGE FUNDS

9-1-1 SURCHARGE EXPENDITURES

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

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

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 9-1-1 service.

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

Miscellaneous:

- Road Signs/Addressing Implements

Emergency Telephone Service Committee

6/21/2005

State 9-1-1 Committee revised

6/23/2009