

LAPEER COUNTY
PUBLIC EMERGENCY SERVICES DISTRICT
ENHANCED 9-1-1 SERVICE PLAN

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LAPEER COUNTY PUBLIC EMERGENCY SERVICE DISTRICT

ENHANCED 9-1-1 SERVICE PLAN

Preface

Under the provisions of the Emergency Telephone Service Enabling Act, Michigan Public Act 32 of 1986, as amended by PA 36 of 1989, as amended by PA 45 of 1991, as amended by PA 196 of 1991, and as amended by PA 29 of 1994, this Enhanced 9-1-1 (E 9-1-1) Service Plan is submitted for the establishment of a Lapeer County E 9-1-1 Service District as specified herein by the Lapeer County Board of Commissioners under the authority provided in Section 301 (1) of this Act.

This E 9-1-1 Service Plan provides for the implementing of an E 9-1-1 Emergency Telephone Service District within the County of Lapeer. The Director of the Department of State Police or the Director's representative has been consulted as required. This Service Plan identifies the Service District and addresses, pursuant to Section 102(t)(i)-(iv), and the following system considerations:

1. Technical considerations--Article I
2. Operational considerations--Article II
3. Managerial considerations--Article III
4. Fiscal considerations--Article IV

SERVICE DISTRICT

The Lapeer County E 9-1-1 Service District will include all townships, cities, and villages within the boundaries of Lapeer County, including geographic areas within the boundaries of Lapeer County served by existing E 9-1-1 plans in adjoining counties, under the provisions of Public Act 32 as subsequently amended by Michigan Public Act 29 of 1994.

The affected units of government within Lapeer County are:

Almont Township
Arcadia Township
Attica Township
Burlington Township
Burnside Township
Deerfield Township
Dryden Township
Elba Township
Goodland Township
Hadley Township
Imlay Township
Lapeer Township
Marathon Township
Mayfield Township

Metamora Township
 North Branch Township
 Oregon Township
 Rich Township
 City of Lapeer
 City of Imlay City
 Village of Almont
 Village of Clifford
 Village of Columbiaville
 Village of Dryden
 Village of Metamora
 Village of North Branch
 Village of Otter Lake

ARTICLE I

TECHNICAL CONSIDERATIONS

The Lapeer County E 9-1-1 system will include the system features of:

- A. Selective Routing (SR)
- B. Automatic Number Identification (ANI)
- C. Automatic Location Identification (ALI)

The Ameritech/Michigan Bell telephone Company will provide, with respect to design, installation, and maintenance of the network, in accordance with the Michigan Public Service Commission Tariff Rates, Rules, and Regulations, appropriate system equipment for facilities that would be used in providing emergency telephone service.

The Lapeer County E 9-1-1 Telephone Service District shall include those areas within Lapeer County which are served by the following telephone service suppliers and their respective wire centers, as identified in Attachment #1:

<u>Ameritech/Michigan Bell Telephone Company</u>	<u>Telephone Prefixes</u>
Lapeer Wire Center	810-664 & 667
Mayville Wire Center*	810-843
Oxford Wire Center*	810-628
<u>Century Telephone Company</u>	
Hadley Wire Center	810-797
Marlette Wire Center*	517-635

GTE North Incorporated

Almont Wire Center*	810-798
Brown City Wire Center*	810-346
Capac Wire Center*	810-395
Clifford Wire Center*	517-761
Columbiaville Wire Center *	810-793
Davison Wire Center*	810-653
Dryden Wire Center	810-796
Imlay City Wire Center	810-724
Metamora Wire Center	810-678
North Branch Wire Center	810-688
Ortonville Wire Center*	810-627

Wolverine Telephone Company

Fostoria Wire Center*	517-795
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*Exchanges overlap into adjoining counties

ARTICLE II

OPERATIONAL CONSIDERATIONS

- A. The Lapeer County E 9-1-1 service will utilize the services provided by Lapeer County Central Dispatch (LCCD) to dispatch for all emergency services routing. The Lapeer County E 9-1-1 system will have one (1) primary PSAP within the boundaries of Lapeer County.
- B. The dispatch function will be performed by dispatchers at Lapeer County Central Dispatch. They will receive the emergency call, determine the service response needed (police, fire, or medical), and dispatch the appropriate vehicles and personnel to the requested location. Vehicles will be dispatched utilizing the closest car concept within their respective jurisdictions.
- C. The level of service performed by LCCD will be equal to or surpass the current level of service being performed by all dispatch providers in Lapeer County, depending on resources available. It is anticipated that with the Enhanced 911 and a new radio system that the level of service will surpass current levels.

The Lapeer County E 9-1-1 Service District will have one Public Safety Answering Point (PSAP) to be located within the E 9-1-1 Emergency Dispatch Center at the site that has been identified as the property north of the present Lapeer County Jail and east of the Lapeer County Library, in the City of Lapeer. If this site proves to be deficient, a new site will be mutually determined by the Lapeer County Central Dispatch Authority (LCCDA) and the Lapeer County Board of Commissioners.

Following is a list of the public agencies to be serviced by the E 9-1-1 service district. All agencies will utilize the direct dispatch method unless otherwise specified:

Police Departments

Almont Police Department
Dryden Township Police Department
Imlay City Police Department
Lapeer County Sheriff Department
Lapeer Township Police Department
Lapeer City Police Department
Metamora Township Police Department
Michigan State Police 38

Fire Departments

Almont Fire Department
Arcadia Township Fire Department
Attica Township Fire Department
Brown City Fire Department
Burlington Township Fire Department
Columbiaville Fire Department
Deerfield Township Fire Department
Dryden Township Fire Department
Elba Township Fire Department
Goodland Township Fire Department
Hadley Township Fire Department
Imlay City Fire Department
Lapeer City Fire Department
Metamora Township Fire Department
Mayville Fire Department * 1
North Branch Township Fire Department
Watertown Township Fire Department *
Ambulance Service

Hudson's Ambulance * 2
Imlay City Area Ambulance
Lapeer Area Ambulance Service
Marlette Area Ambulance *
Muir's Ambulance
Mayville Area Ambulance *
North Branch Ambulance

¹*Mayville and Watertown Township Fire Departments use Relay Method.

²*Hudson, Marlette and Mayville use Relay Method.

Notice of Exclusion

Pursuant to PA 32 of 1986 as amended by PA 36 of 1989, PA 196 of 1991, PA 29 of 1994, each public agency has 45 days after receipt of this E 9-1-1 Service Plan to file with the County Clerk, a Notice of Exclusion from the E 9-1-1 service district.

Full Jurisdiction

If the entire jurisdiction of a public agency is to be excluded from the E 9-1-1 service district, then the Notice of Exclusion shall be in substantially the form indicated in PA 32 of 1986, to wit:

**NOTICE OF EXCLUSION
FROM 9-1-1 SERVICE DISTRICT**

Pursuant to Section 306 of the Emergency Telephone Service Enabling Act, the _____ of _____ hereby notifies the Lapeer County Board of Commissioners that the _____ of _____ is excluded from the 9-1-1 service district established by the Board of Commissioners on _____, 1994.

(Clerk or other appropriate official)

Partial Jurisdiction

If less than the entire jurisdiction of a public agency is to be excluded from the E 9-1-1 service district, then the Notice of Exclusion shall be in substantially the form indicated in PA 32 of 1986, to wit:

**NOTICE OF EXCLUSION
FROM 9-1-1 SERVICE DISTRICT**

Pursuant to Section 306 of the Emergency Telephone Service Enabling Act, the _____ of _____ hereby notifies the Lapeer County Board of Commissioners that the portion of the _____ of _____ described on the attached map is excluded from the 9-1-1 Service District established by the tentative 9-1-1 Service Plan adopted by the Board of Commissioners on _____, 1994.

(Clerk or other appointed official)

Notice of Intent to Function as a PSAP or Secondary PSAP

Each public safety agency has 45 days after receipt of this E 9-1-1 Service Plan to file with the County Clerk, a Notice of Intent to Function as a PSAP or Secondary PSAP in substantially the form indicated in PA 32 of 1986, to wit:

NOTICE OF INTENT TO FUNCTION AS A PSAP OR SECONDARY PSAP

Pursuant to Section 307 of the Emergency Telephone Service Enabling Act, _____ shall function as a (check one) _____ PSAP _____ Secondary PSAP within the 9-1-1 Service District of the Lapeer County Board of Commissioners on _____, 1994.

(Appropriate Official)

If a public safety agency files as a PSAP or Secondary PSAP, it shall file a service plan listing the public agencies for which it will provide E 9-1-1 service and the method of dispatch.

ARTICLE III

MANAGERIAL CONSIDERATIONS

- A. Each public agency which decides to operate a PSAP is responsible for the management of the on-line public safety dispatch center operations; i.e., operational costs, level of service, equipment needs, personnel needs, etc.
- B. Each public agency which decides to operate a PSAP will be responsible, consistent with the Emergency Telephone Services Enabling Act, to assure an appropriate and timely implementation and maintenance of their individual PSAP. Such activities may include, but not necessarily be limited to: system-wide planning, configuration, information, liaison, and payment of approved system charges.
- C. Each public agency which decides to operate a PSAP acknowledges that the rates, rules, and regulations of the Michigan Public Service Commission's E 9-1-1 tariff now in effect or hereafter established in its tariffs, as filed with the Michigan Public Service Commission, govern the provisions of E 9-1-1 service by the service suppliers.
- D. The public agency designated to be the public safety answering point in this final E 9-1-1 Service Plan is the Lapeer County Central Dispatch. If a city, village or municipality after the adoption of this final 911 plan decides to become a primary PSAP, all provisions in Section 401 of PA 29 of 1994 shall apply.

Organizational Structure

Lapeer County is a political subdivision of the State of Michigan and is governed by the Lapeer County Board of Commissioners. The Board of Commissioners are public officials, elected by the citizens of Lapeer County to represent all citizens of Lapeer County, regardless of their place of residence in the County. The Board of Commissioners has the power and duties, including but not limited to, the creation of departments, the establishments of ordinance, the levying and collection of taxes, the establishment of budgets, and establishment of policy standards and priorities for the County. The Lapeer County Central Dispatch Authority (LCCDA) is to be an independent organization in regards to operational policy. LCCDA is charged with the responsibilities of operating a central dispatch and emergency service telephone answering system for the participating municipalities and other emergency service agencies in the central dispatch program. All fiscal/financial actions of the Lapeer County Central Dispatch Authority shall comply with the county-wide policies, procedures, and standards which the Lapeer County Board of Commissioners has established.

E 9-1-1 Lapeer County Central Dispatch Authority—Board of Directors

The E 9-1-1 Lapeer County Central Dispatch Authority Board of Directors shall be comprised of seven (7) members from the following governmental representatives:

1. Member of the County Board of Commissioners
2. Citizen at Large (appointed by the County Board of Commissioners)
3. Representative of the Lapeer County Sheriff Department
4. Representative of the Michigan State Police
5. Representative of the Townships
6. Representative of the City of Lapeer
7. Representative of the City of Imlay City

The intent in the formation of this policy board is to obtain balanced jurisdictional representation. A total of seven (7) members will constitute the Board of Directors. See Attachment #3.

This body will make policy and fiscal recommendations to the Lapeer County Board of Commissioners, and will assist in the negotiations between the municipalities for fiscal and/or municipal interests in the governance of the E 9-1-1 Emergency Dispatch Center. This body will perform such other duties as may be assigned to it by the Lapeer County Board of Commissioners.

Executive Director

The Executive Director of the E 9-1-1 Emergency Dispatch Center shall be an at will employee under contract to the County of Lapeer. The Board of Commissioners, upon recommendation by the LCCDA Board of Directors, shall hire the Executive Director. The same shall set the salary and benefits for the Executive Director pursuant to the terms and conditions of the anticipated employment contract. The Executive Director shall work for the Lapeer County Board of Commissioners under the general direction of the LCCDA Board of Directors.

E 9-1-1 Emergency Dispatch Center Technical Advisory Committee

The Lapeer County E 9-1-1 Emergency Dispatch Center Technical Advisory Committee, consisting of seven (7) members, shall report to the Lapeer County Central Dispatch Authority Board of Directors and shall be comprised of the following members:

1. Director of Central Dispatch
2. Representative of Lapeer County Sheriff Department
3. Representative of the Michigan State Police
4. Representative of Fire Departments
5. Representative of Lapeer City Police Department
6. Representative of Imlay City Police Department
7. Representative of Emergency Medical Services

This Committee will consist of seven (7) members, including the Executive Director, and will recommend policy and operating procedures for the E 9-1-1 Emergency Dispatch Center. They will resolve interagency or user group disputes arising among the various jurisdictions served by the E 9-1-1 Emergency Dispatch Center. They shall also develop general operating procedures for participating agencies and standards for employees of the Center. The Advisory Committee shall work with technical groups on projects or problems related to the county-wide system. They will not be responsible to set policy for the agencies or the Lapeer County Central Dispatch Authority.

ARTICLE IV

FISCAL CONSIDERATIONS

Michigan PA 32 of 1986 and amended by PA 36 of 1989, as amended by PA 45 of 1991, as amended by PA 196 of 1991, and as amended by PA 29 of 1994, requires that 9-1-1 Service Plans include projected nonrecurring and recurring costs with a financial plan for implementing and operating the system. Following is a projection of charges provided by Ameritech/Michigan Bell Telephone Company, Century Telephone Company, GTE North, Incorporated, and Wolverine Telephone Company.

Company	Access Facilities	Nonrecurring Costs	Recurring Costs
Ameritech/MLBell	13,766	23,583.75	2819.53 ³
Century Telephone	1,233	14,939.38	364.14
GTE North, Inc.	10,083 ⁴	86,900.00	2187.00
Wolverine Tel. Co.	181	3,152.50	310.00

³Includes applicable billing and collection fees

⁴The projected number of access facilities does not include exchanges that overlap into adjacent E9-1-1 service districts; once geographical billing is possible, these access facilities will be included and cost projections reevaluated proportionately.

Nonrecurring Costs

Under PA 32 of 1986 as amended, nonrecurring costs can be amortized over ten (10) years and billed to the service user at a rate not to exceed five (5) percent of the highest monthly base rate charged by the service supplier for one-party unlimited calling within the 9-1-1 service district. Should the nonrecurring costs exceed what is possible to bill back to the service user based upon the above mentioned cap and amortization rate, the remaining costs shall be the obligation of the service district.

Using the formula in the law, the amortized per month cost per subscriber would be a maximum of \$0.60 for ten (10) years. However, it is estimated that the amortized per month cost per subscriber for nonrecurring costs in the Lapeer County Service District will be approximately \$0.11 for a period of five (5) years.

Recurring Costs

The recurring costs will be billed to the service user at a rate not to exceed four (4) percent of the highest monthly base rate charged by the service supplier for one-party unlimited calling within the 9-1-1 service district. This includes the respective bill and collection charges from the service suppliers. Should the recurring costs exceed what is possible to bill back to the service user based upon the above mentioned cap, the remaining costs shall be the obligation of the service district.

Using the formula in the law, the recurring costs would be a maximum of \$0.48 per month per billable access facility. However, it is estimated at this time that the cost per subscriber for recurring costs in the Lapeer County Service District will be approximately \$0.20 per month.

Public Safety Answering Points (PSAP) Costs

PA 32 requires each community operating a PSAP to pay for:

1. All terminal equipment, including installation and annual recurring charges.
2. All personnel costs to operate a PSAP.

This E 9-1-1 Service Plan calls for the operation of one Public Safety Answering Point (PSAP) to be located at the Lapeer County Central Dispatch and staffed by their personnel.

The cost of the purchase of the equipment, installation of the equipment, any annual recurring charges, and all personnel costs shall be the responsibilities of the service district. They have the right to enter into any mutually consented upon agreement with other public agencies, or other service providers as specified in the Service Plan, to help pay the costs.

A. Estimated Network Costs

1. PA 32 permits nonrecurring and recurring technical costs to be paid by telephone subscribers.

2. The amount of network costs that will be charged under PA 32 will be approximately \$0.31 per month, to be reduced accordingly after the balance of the nonrecurring costs has been paid, following the amortization period.

B. Operational Costs

1. PA 196 of 1991, as amended by PA 29 of 1994, allows for operational costs to be passed on to telephone subscribers to a maximum of twenty (20) percent of the highest monthly base rate charged by the service supplier for one-party unlimited calling rate within the E 9-1-1 service district. Four (4) percent of the operational surcharge may be assessed at the discretion of the Board of Commissioners. The remaining sixteen (16) percent may only be levied on approval of the voters through a county-wide ballot proposal.
2. PA 196 of 1991, as amended by PA 29 of 1994, allows for a combination of millages and bonds to be utilized in the operational costs in this Plan. It is the intent of this Plan to develop a new radio system for all participants in the Lapeer County's Central Dispatch system. If need be, a ballot proposal for a millage request will be submitted if the operational surcharge and bonds are not adequate.

Operating costs will be the responsibility of the Lapeer County Board of Commissioners, who intend to use the telephone surcharge as provided in PA 196 of 1991, as amended in PA 29 of 1994, and to invoke geographical billing.

Telephone Surcharge

Prior to adoption of the ballot question, a general communication addressed to all local municipalities will be sent by Lapeer County, identifying how the telephone surcharge will be spent. It is anticipated that the 9-1-1 surcharge together with a millage and or bond issue together will provide funding to purchase the needed communication facilities and equipment to implement an Enhanced 9-1-1 Emergency Dispatch System. Telephone surcharge will be utilized to cover personnel costs for the operation of the LCCD. Any shortage in revenue to cover these costs will be the responsibility of the Lapeer County Board of Commissioners.

DEFINITIONS

Automatic Location Identification or ALI: A 9-1-1 service feature in which the service supplier automatically forwards the name or address, or both, associated with the calling party's telephone number as identified by automatic number identification, to the public safety answering point.

Automatic Number Identification or ANI: A 9-1-1 service feature in which the service supplier automatically forwards the calling party's billing telephone number to the public safety answering point for display.

Direct Dispatch Method: The method of responding to a telephone request for emergency service whereby the person receiving the call at the public safety answering point decides on the proper action to be taken and dispatches the appropriate available emergency service unit located closest to the request for emergency service.

Emergency Telephone Charge: Emergency telephone operational charge and emergency telephone technical charge.

Emergency Telephone Operational Charge: A charge for non-network technical equipment and other costs directly related to the operation of a PSAP 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.

Emergency Telephone Technical Charge: A charge for the network start-up costs, customer notification costs, billing costs including an allowance for improve, and network nonrecurring and recurring installation, maintenance, service, and equipment network charges of a service supplier providing 9-1-1 service pursuant to this act.

Exchange Access Facility: The access from a particular service user's premises to the telephone system. 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 service supplier owned and operated telephone pay station lines or WATS, FX, or incoming only lines.

Final 9-1-1 Service Plan: A tentative 9-1-1 Service Plan that has been modified to reflect public comment and necessary changes resulting from any exclusions of public agencies from the 9-1-1 service district of the tentative 9-1-1 Service Plan pursuant to Section 306 and any failure of public safety agencies to be designated as PSAP's or secondary PSAP's pursuant to Section 307.

Lapeer County Central Dispatch Authority: The independent organization in regards to operational policy, governed by the Lapeer County Board of Commissioners and responsible for the operation of the central dispatch and emergency service telephone answering service for the participating municipalities and other emergency service agencies in the central dispatch program.

Person: Any individual; firm; partnership; joint venture; association; cooperative organization; corporation, whether or not organized for profit; municipal corporation; state or other governmental entity; agency; body; department; commission; board; bureau; fraternal organization; nonprofit organization; estate; trust; business or common law trust; receiver; assignee for the benefit of creditors; trustee; or trustee in bankruptcy.

Prime Rate: The average predominant prime rate quoted by not less than three (3) commercial financial institutions as determined by the department of treasury.

Private Safety Entity: A private entity which provides emergency fire, ambulance, or medical services.

Public Agency: Any village, township, charter township, city or county within the state, and any special purpose district located in whole or in part within the state, which provides or has authority to provide fire fighting, law enforcement, ambulance, medical, or other emergency services.

Public Safety Agency: A functional division of a public agency, county, or the state of Michigan, which provides fire fighting, law enforcement, ambulance, medical, or other emergency services.

Public Safety Answering Point or PSAP: A communication facility operated or answered on a 24-hour basis, assigned responsibility by a public agency or county to receive 9-1-1 calls and, as appropriate, to directly dispatch emergency response services, or to transfer or relay emergency 9-1-1 calls to other public safety agencies. 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.

Relay Method: The method of responding to a telephone request for emergency service whereby 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 that has an available emergency service unit located closest to the request for emergency service for dispatch of an emergency service unit.

Secondary Public Safety Answering Point or Secondary PSAP: A communications facility of a public safety agency or private safety entity which receives 9-1-1 calls by the transfer method only and generally serves as a centralized location for a particular type of emergency call.

Service District: A system for providing 9-1-1 service pursuant to this Act. This term is synonymous with Universal Emergency Numbering Service System or 9-1-1 System.

Service Plan: See "Final 9-1-1 Service Plan."

Service Supplier: Any person providing telephone services to a service user in this state.

Service User: Any exchange access facility customer of a service supplier within a 9-1-1 system.

Tariff Rate: The rate approved by the public service commission for 9-1-1 service provided by a particular service supplier.

Tentative 9-1-1 Service Plan: A plan for implementing a 9-1-1 system in a specified 9-1-1 service district, after consultation with the director of the department of state police or his or her designated representative, which complies with Chapter II, and which addresses the following system considerations:

- a. Technical considerations of the service supplier including system equipment for facilities that would be used in providing emergency telephone service.
- b. Operational considerations including the designation of PSAP's and secondary PSAP's and the manner in which 9-1-1 calls would be processed, dispatch functions performed, and information systems utilized.

- c. Managerial considerations including the organizational form and agreements which would control technical, operational, and fiscal aspects of the emergency telephone service.
- d. Fiscal considerations including projected nonrecurring and recurring costs with a financial plan for implementing and operating the system.
- e. The tentative 9-1-1 Service Plan shall require each public agency and county 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 or the county's PSAP, and may require each public agency and county 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 or the county's PSAP.

Transfer Method: The method of responding to a telephone request for emergency service whereby a PSAP transfers the 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.

Universal Emergency Number Service or 9-1-1 Service: Public telephone service which provides service users with the ability to reach a public safety answering point by dialing the digits "9-1-1."

Universal Emergency Number Service District or 9-1-1 Service District: 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 pursuant to this act.

Universal Emergency Number Service System or 9-1-1 System: A system for providing 9-1-1 service pursuant to this Act. This term is synonymous with Service District.