

**EATON COUNTY  
EMERGENCY TELEPHONE SERVICE DISTRICT**

Adopted on March 16, 2016

# EATON COUNTY 911 SERVICE PLAN

## I. INTRODUCTION

For decades the 911 system has served the needs of the public in emergencies. Next Generation 911 (NG911) will enhance the 911 systems to create a faster, more flexible, resilient, and scalable system that will allow 911 to keep up with communication technology used by the public. Put simply, NG911 is an Internet Protocol (IP)-based system that allows digital information (e.g., voice, photos, videos, text messages) to flow seamlessly from the public, through the 911 network, and on to emergency responders.

While the technology to implement NG911 systems is available now, the transition to NG911 involves much more than just new computers. Implementing NG911 will include activities of many people, who will coordinate efforts to plan and deploy a continually evolving system of hardware, software, standards, policies, protocols and training. One of the key tasks for Michigan counties to get started with NG911 implementation is to update their planning document. An important purpose of this Plan is to prepare Eaton County (“County”) for NG911 and technologies that will follow NG911

Michigan Public Act 32 of 1986, MCL §484.11101 et seq, as amended, ("Act") authorizes the County to enact a 911 Service Plan ("Plan") that establishes a Service District ("Service District") in which enhanced 911 (“911”) services are provided to callers requesting emergency medical, police and fire services. The County, through the Eaton Board of Commissioners (“Board”) has adopted a Plan and various amendments to that Plan under the Act. Eaton County originally adopted its Plan in 1989 and counties across the State are now updating their plans to reflect technological changes over the past 26 years and to facilitate technological changes in the near future, including NG911 technology as the methodology for delivering all 911 calls and texts to the public safety answering point. The present Plan is based on a model plan commissioned for Michigan Counties by the Michigan Communications Directors Association and tailored variations of this new model plan have been approved in at least 10 other Michigan counties. The present Plan is designed to replace, supersede and update the County’s existing Plan and all amendments in light of present circumstances with the potential to more easily accommodate present and future technologies and management operations with the goal of facilitating a superior and ever improving 911 system within the County.

This Plan implements a Service District covering the entire geographic boundaries of Eaton County by addressing the following:

- Technical considerations of the service supplier including system equipment for facilities that would be used in providing emergency telephone service and/or other communication technologies, including NG911.

- Operational considerations including the designation of primary public safety answering points (“PSAPs”), secondary PSAPs and alternative PSAPs, and the manner in which 911 calls and texts would be processed, dispatch functions performed, and informational systems utilized.
- Managerial considerations including the organizational form and agreements that will control technical, operational, and fiscal aspects of the emergency telephone service system.
- Fiscal considerations including projected recurring and non-recurring costs with a financial plan for implementing and operating the system

By facilitating the development and maintenance of enhanced 911 services in the County, this Plan provides multiple benefits, including but not limited to:

- 1) Use of the universal, simple, easy-to-remember, three digit number for all emergencies in any location within the County;
- 2) Automatic number identification (ANI) and automatic location identification (ALI) for wire-based calls and geographic positioning identification for mobile or wireless technologies and automatic selective routing to increase the effectiveness of emergency response and dispatch services;
- 3) Establishment of financial, management and operational mechanisms designed to put the community in the best position to implement and maintain an up-to-date 911 System;
- 4) Establishment of a system for recruiting and training qualified telecommunicators, also known as “dispatchers” or “Emergency Communications Technicians (ECTs)”;
- 5) Establishment of centralized or consolidated dispatch to more efficiently and effectively serve all residents of the County regardless of location therein; and
- 6) Creating the environment to order and, therefore, facilitate the transition from wire-based to NG911.

Unless otherwise defined herein, the terms used in this Plan shall have their definition or meaning as used in the Act. The “Plan” as used herein shall refer to the “E-911 Plan” or “Enhanced 911 Plan” as used in the Act.

## **II.** **PLAN ADOPTION**

- 1) The Act requires the Board to adopt by resolution a Tentative Plan creating a Service District.

2) The Act requires the resolution to include a date, time and place for a public hearing to be held on a final Service Plan not less than 90 days after the date of adoption of the resolution.

3) The Act requires the County Clerk to give notice of the public hearing. Notice must be published twice in a newspaper of general circulation within the County. The first notice must be at least 30 days prior to the hearing, and the second notice within 30 days of the hearing.

4) The Act requires the County Clerk to forward a copy of the resolution, together with a copy of the Tentative Plan to the clerk of each community within the District.

5) “Eaton County Emergency Communications” (“ECEC”) as established or recognized herein shall be the primary PSAP for all portions of the Service District except those portions of the City of Lansing located within the County, provided each files a notice of intent to function as a PSAP (see Appendix #1).

6) The Act requires the Board to adopt the Tentative Plan as the Final Plan, except as modified by Plan Exclusions and PSAP Notices, as identified above.

7) Any public agency that wishes to withdraw from the Service District may do so only after strict compliance with Section 505 of the Act, including but not limited to payment of any outstanding qualified obligations secured by any operational surcharge.

### **III.** **TECHNICAL CONSIDERATIONS**

1) **Service District and Public Entities.**

The Service District created by this Service Plan shall be coterminous with the boundaries of the County. The cities, townships, villages and campuses that are wholly or partially included in the Service District, as public entities, include those identified in Appendix #2.

The ECEC is authorized to cooperate with the State 9-1-1 Committee or any other state, federal or local body or official authorized to install, operate, modify and maintain universal emergency number service systems, whether wire-based, cellular, wireless, digital, radio-based or other communication technologies within the Service District.

2) **Enhanced 911.**

This Plan requires an Automatic Number Identification (“ANI”), Automatic Location Identification (“ALI”), and Selective Routing Network System, including information to the telecommunicator consisting of, as a minimum, the telephone owner’s name, location, and calling telephone number and, relative to wireless calls and texts, global positioning coordinates

as mandated by the Federal Communications Commission (Collectively referred to as “Enhanced 911”).

Wire-based telephone companies provide Enhanced 911 services to service users in the County, and those companies must maintain their Enhanced 911 services in order to continue to provide services to users in the County. All wire-based telephone companies interested in providing wire-based services within the County must provide and maintain Enhanced 911 and 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, including modifications to all pay telephones to provide free 911 service.

The wire-based telephone companies must be modified or maintained to provide Enhanced 911 services. The costs for such modification and maintenance are to be included in the technical surcharge installation and maintenance costs.

ECEC shall maintain the Michigan Public Service Commission’s (“MPSC”) infrastructure and maintain interface as required by the MPSC with the secondary PSAP until NG911 Technology is implemented. When NG911 Technology is implemented, the ECEC shall provide primary PSAP services to interface with the NG911 Technological system. When the Board has selected an NG911 service provider, it may direct that all communication services direct 911 calls and texts from within the County to the chosen NG911 service provider as necessary to facilitate the delivery of NG911 services.

3) **Wireless Implementation.**

All Commercial Mobile Radio Service (“CMRS”) or other wireless providers (collective “Wireless”) providing service within the Service District are requested and directed to deploy Phase II, E 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, and as updated by FCC Docket No. 05-116 and any other updates, including but not limited to provision of number, location and name. The County is Phase II compliant

4) **VOIP Implementation.**

All voice over internet providers and other providers of digital communication technologies (collectively described as “VOIP”) are required to provide 911 services that are equivalent or exceed Enhanced 911 service or in the case of mobile or nomadic VOIP, the equivalent of Phase II service.

5) **Implementation—General.**

Commercial wire-based, wireless or VOIP providers are “Service Suppliers” as that term is used herein. Service Suppliers shall automatically route all 911 calls and texts originating from service users in the County to the primary PSAP serving the area from which the call originated, as identified in this Plan and under the Act. All calls within the wire exchanges

identified in this Plan but originating from other counties shall be automatically routed as directed by the 911 service plans adopted by the county board of commissioners from those counties, or, if no such provisions exist, to the appropriate secondary PSAP for routing to the appropriate public agencies and EMS providers within those counties. Any calls and texts which cannot be automatically routed shall be routed to the appropriate primary PSAP.

The Board may require that every wire-based, CMRS/wireless or VOIP service provider billing service users within the District submit a written registration as a “service provider” under the Act, including a contact person, telephone number and the type of service supplied, number of customers within the Service District as well as other information that the Board periodically deems relevant. The Board may by resolution impose reasonable time limits on the registration and require periodic updates. The current service suppliers known to operate within the District are listed in Appendix #2.

Nothing in this Plan is intended to limit the Board’s or ECEC’s authority under the Act, and it is the intention of this Plan that the Board be fully empowered and authorized to exercise any right, power or discretion that is authorized in the Act, including but not limited to the financial authority to impose or set operational surcharges, millages or fees. In addition, the Board may exercise its ordinance powers to enforce all provisions of this Plan.

6) **Service Supplier and Public Entity Updates.**

In an Administrative Findings Resolution, the Board may periodically update the public entity, wire, wireless and digital service supplier or provider information described or required as provided in this Section of the Plan and Appendix #2. It may also direct routing and other instructions to such service suppliers and public entities for purposes of Primary and Secondary PSAP improvements, including but not limited to NG911 implementation.

**IV.  
OPERATIONAL CONSIDERATIONS**

1) **Consolidated Dispatch/County Dispatch/County Coordination.**

This Plan and the Act recognize a variety of options for the organization of 911 services at the County level. The following terms describe the following types of 911 services:

A.) “Consolidated Dispatch” or “Central Dispatch” refers to a county-wide dispatch operation that is organized by the County through the organizational auspices of this Plan. A Consolidated Dispatch provides 911 call answering and emergency service dispatching (“PSAP Services”) to all portions of the Service District, and may also serve an area that is greater than the entire District. This Plan uses “Consolidated Dispatch” and “Central Dispatch” synonymously.

B.) “County Dispatch” refers to a dispatch operation that is organized by the County either through an Urban Cooperation Act Agreement with another public agency or agencies or through the organizational auspices of this Plan. The County Dispatch may provide PSAP

Services to an area that is less than the entire District, the entire District or through contract, greater than the District.

Since ECEC is currently a department of Eaton County, the County shall use a Consolidated Dispatch model as the primary organizational structure for the delivery of 911 to the Service District. In the event that the County participates in the creation of a dispatch authority under the Urban Cooperation Act, the County will employ a County Dispatch model as described in the Agreement prepared under the Urban Cooperation Act and as further provided herein.

2) **PSAP Operations**

Effective with the date of this Plan, ECEC, presently located at 911 Courthouse Dr, Charlotte, MI 48813, shall serve as the primary PSAP for the entire Service District, provided it maintains the notice of intent to serve as primary PSAP as described in Appendix #1. The only exception to this designation is that the Ingham County Central Dispatch Authority is identified as the primary PSAP for the portion of the City of Lansing located within Eaton County, provided it files a notice of intent to serve as primary PSAP. If no notice of intent to serve as primary PSAP is currently on file with the County Clerk or if any public agency that filed a notice of intent to serve as primary PSAP withdraws such notice under the Act, the primary PSAP will be any entity that the Board contracts with to provide PSAP services. All PSAPs effective on the date of this Plan's effectiveness and the public agencies dispatched and dispatch methods are identified in Appendix #3. In an Administrative Findings Resolution, the Board is authorized from time to time to update the list of PSAPs, public agencies dispatched and dispatch methods as provided in Appendix #3.

The alternate or secondary PSAP for each primary PSAP is identified in Appendix #3, and incorporated herein by reference.

All primary and secondary PSAPs must be staffed 24 hours per day, every day of the year, and shall have at least one device for receiving calls and texts for service from hearing or speech-impaired persons.

If a local unit of government or public safety agency that is identified in the Plan as being a primary PSAP or that has filed an intention to serve as a primary PSAP under the Act and Plan, and subsequently files a notice of intention to cease to function as a primary PSAP, the ECEC shall serve as the primary PSAP for the geographical area previously served by the local unit of government or public safety agency as soon as practicable.<sup>1</sup>

3) **Dispatch Methods**

Except for the possibility of some emergency medical services ("EMS"), calls and texts to 911 will be processed by the Direct Dispatch method. EMS calls and texts may be directly dispatched or manually transferred to an EMS provider as a secondary PSAP to dispatch directly.

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<sup>1</sup> "Practicability" shall be determined in the sole discretion of the Board after consultation with the Board and local unit of government affected.

Calls and texts for service from jurisdictions outside the geographical boundaries of the County but which are included in this Service Plan or otherwise will be handled by the Manual Transfer method. If, at any time, Selective Routing Transfer or the Manual Transfer method becomes unusable, the calls and texts for service will be routed by the Relay Method.

Each public safety agency, designated above to serve as a PSAP or secondary, or back-up PSAP, shall file a notice of their intent, whether to serve or not to serve as a PSAP, not later than 45 days after the city or township which the agency serves, receive a copy of this Service Plan. Failure to file a notice of intent will result in the safety agency not being designated as a PSAP in the final 911 plan.

While the Plan is designed solely for the benefit of the residents and service users of the County, portions of other counties may be affected by the implementation of this Plan. Agreements shall be reached with these communities as to the proper forwarding of those 911 calls and texts that originate beyond the boundaries of this Emergency Telephone Service District.

4) **Training.**

The 911 Director will ensure all ECTs who are required to meet State mandated designation are so designated and that all ECTs receive appropriate training for their function.

5) **Implementation—General.**

The Board may require that all public and private safety agencies providing emergency response services within the District register with the County Clerk and execute service agreements with the Central Dispatch, County Dispatch or County Consolidation Board. The Board may, by resolution, impose reasonable time limits on the registration and require periodic updates. The current PSAP operations and public and private safety agencies known to operate within the District are listed in Appendix #3. The Board, in conjunction with the 911 Director, shall establish dispatch protocols consistent with the Act. The Board will consider local governmental agreements with public and private safety agencies but is not obligated to restrict its dispatching based on those agreements. Furthermore, any agreement that the Board may make for the County with public and/or private safety agencies will take precedence over any inconsistent local governmental agreement.

6) **PSAP/Public Safety Agencies Updates.**

The public and/or private agencies to be dispatched within the County and the dispatch methods are identified in Appendix #3. In an Administrative Findings Resolution, the Board is authorized from time to time to update the list of public and private safety agencies providing emergency response services within the District and the corresponding dispatch methods.



7) **911 Resource Protection**

Notwithstanding its right to enact ordinances to protect any other provision in this plan including but not limited to fee structures for services rendered, the Board is also specifically authorized to adopt an ordinance to protect the following activities that could threaten the effectiveness of 911 and/or safety of first responders and the public they serve:

- a) False Alarm prohibitions.
- b) Hacking prohibitions.
- c) Signal jamming or blocking prohibitions (swatting)
- d) Automatic signal prohibitions or deviations from protocols established by ECEC to properly channel automatic connections from alarms and/or alarm companies into its computer assisted dispatch (“CAD”) system
- e) Virus prohibitions
- f) Prohibitions against other emergency service providers responding to calls to which they were not dispatched in a manner unauthorized by the Central Dispatch Center (“call jumping”)
- g) Prohibitions against the impeding of first responders from reaching emergencies to which they have been dispatched.
- h) Prohibitions against providing services that threaten the economic viability of any exclusive contract for emergency services necessary to effectively and efficiently operate the 911 dispatch operations described herein.
- i) Prohibitions against application providers representing within the County that their applications can provide services to ECEC that cannot be provided.
- j) Prohibitions against application providers and/or service providers selling applications or communications services hardware or software that will not deliver calls and texts consistent with Enhanced wire-line, wireless Phase II compliance, VoIP 911 and NG911 service standards.
- k) Requirements that all service suppliers impose and remit any imposed operational surcharge and provide proof of such imposition and remittance under audit and other requirements imposed by the Board.
- l) Requirements that all service suppliers forward 911 calls and texts to the IP address and provider as specified by the Board for NG911 Service, including all technical requirements that would enable the passage to the ECEC Center and receipt thereby of text 911 calls.

V.

**MANAGERIAL CONSIDERATIONS**

1) **PSAP Management.**

Each public agency which files a notice of intent to function as a PSAP (either primary or secondary) accepts the responsibility for the management of the on-line public safety dispatch center including but not limited to the operational configuration, level of service and equipment

needs for the geographic and political boundaries identified in the notice of intent and the financing for all such operations.

Management of each PSAP will be in accordance with the policies and procedures of the public agency that operates the PSAP.

Notwithstanding the above, the ECEC shall manage the County Dispatch Center and its own personnel unless otherwise provided in its enabling agreement as provided herein.

Nothing in this Section shall be construed as obligating the Board to create a separate authority in order for a County Dispatch to serve as the primary PSAP for a local unit or county outside of Eaton County. However, such service may be provided through a contract that establishes a managerial structure of a County Dispatch as otherwise provided herein.

2) **Board**

The Board shall appoint the 911 Director and together they shall manage the PSAP and administer the Plan as provided in the Act and as further provided herein.

A. The Board shall establish an “Emergency Communications Subcommittee” that will serve as a special LEIN subcommittee composed of fifty-one percent law enforcement officials, including the Sheriff and a representative of the Michigan State Police and who shall supervise and control the LEIN usage of ECEC consistent with Michigan State Police Guidelines. The subcommittee makeup may be amended from time to time based on LEIN or CJIS policy rule changes. The Board shall approve bylaws for the Emergency Communications Subcommittee and in those bylaws shall address its membership, the appointment of its membership, other subcommittees that may be appointed, how those subcommittees will be appointed and the purview of all subcommittees including but not limited to its assistance in the development, implementation and overseeing of dispatch protocols, codes, polices and best practices. The Emergency Communications Subcommittee and all other subcommittees created shall be advisory to the Board and shall not be subject to Michigan’s Open Meetings Act, MCL §15.261 *et. seq.*

B. The Board may contract with a local unit or county outside of Eaton County to facilitate County or ECEC’s provision of primary PSAP services to such local unit or county.

C. The Board shall make 911 Plan policy and fiscal (millage and operational surcharge) decisions.

D. Nothing herein shall preclude or restrict the authority of the Board to enter into an ambulance service contract for the County under Michigan’s Public Health code, “Act 368” being MCL §333.20948. In fact, this Plan recognizes the potential necessity of such a contract to ensure that the District has timely and complete emergency ambulance services for ECEC to dispatch.

E. Nothing herein shall preclude or restrict the authority of the Board to enter into other contracts necessary to implement the building, equipment, software and other service needs to operate the ECEC.

F. The Board shall have the authority to adopt an Emergency Communications Ordinance that shall enable the enforcement of the provisions of this Plan.

## **VI. FISCAL CONSIDERATIONS**

### 1) **Technical Charges.**

#### A. Estimated Network Costs<sup>2</sup>

The Act presently provides for calculation of a 4% cap for recurring charges and a 5% cap for nonrecurring charges based on the highest monthly base rate in the emergency telephone district or \$20.00 whichever is lesser. This Plan authorizes the imposition and collection of this technical charge as provided in the Act. Each service provider shall provide the Board with any technical surcharges authorized by the Michigan Public Service Commission, including any changes. If the Act is modified to reduce or expand these caps, this Plan shall be automatically adjusted without modification to authorize or establish such revised caps.

#### B. Estimated Network Charges

Network Charges will be collected by each wire-based Service Supplier from all subscribers in the Service District, as approved by the Michigan Public Service Commission.

The Act requires each agency operating a PSAP to pay for all terminal equipment installation and for the actual PSAP equipment either through rental or capital acquisition. If the Act is modified, this Plan shall be automatically modified regarding the provision of such terminal or technical equipment.

The County or Central Dispatch will utilize existing equipment. The cost of maintaining existing and acquiring new equipment shall be paid for by the Central or County Dispatch, if a separate legal entity, through the County or Central Dispatch Budget, as funded through Operational Funding, as described below. Grant monies, wherever applicable will be sought for equipment costs and planning and development of the database.

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<sup>2</sup> All rates are subject to annual review and Tariff Revision. Revenue projections and rates are based on lines as existed in 1995. The terms of certain rates and charges have expired, but are retained for informational purposes. The inclusion of these rates is not designed or intended to provide new or renewed authorization for these rates beyond their original term, and shall not be so construed.

2) **Operational Funding**

To finance the delivery of primary PSAP services, the Board is authorized and directed to implement, receive and, in its discretion, to expend, consistent with all applicable laws and County resolutions, any voter approved millages, operational surcharge, County 9-1-1 charge, State 9-1-1 surcharges allocated to the ECEC or any other funding provided under state or federal law, including but not limited to such fees authorized, imposed, and collected under the Act. The Board is authorized to make any request for funding from the Michigan Public Service Commission or State 911 Committee pursuant to the Act. Unless the Board directs otherwise, all funds shall be spent on the ECEC, regardless of whether any other local unit or state agency files a notice of intent to serve as a PSAP and actually serves as a PSAP. The purpose of this provision is to recognize that the ECEC has the obligation to provide 911 services and shall be in a position to provide PSAP services regardless of any notice of intent filed by any other entity, and also to recognize that maximum public efficiency is to be achieved through consolidated dispatch.

The Board by resolution may authorize the ECEC to accept and, with Board approval, to expend the County's share of the State's 9-1-1 Surcharge revenue as provided under the Act and to expend such funds on equipment and services consistent with the Act. Otherwise, such discretion shall be exercised by the Board through resolution.

All service suppliers must collect any State 9-1-1 surcharge or any other charge under the Act set by the Board through resolution or implementing ordinance from services suppliers located within the Service District and remit such funds as provided under the Act to the County. The Board may require that service suppliers furnish an accounting of all funds collected and charged, including an identification of the number of service users that it is billing within the District. Any service supplier who fails to collect such funds and timely remit them as provided in this Plan and Act or to provide the reasonable accounting required hereby may be enjoined by the County Circuit Court from providing communication services to service users within the Service District. The Board is authorized to sue such service supplier in the Circuit Court to obtain such injunctive relief and/or damage relief for the amount of uncollected or unremitted surcharge that the service supplier should have provided to the County.

In the event that millage and/or 911 operational surcharge revenues are insufficient to cover the costs of financing the County or Central Dispatch, the Board is authorized to negotiate fees for primary PSAP services rendered to public safety agencies and other emergency service providers dispatched by the County or Central Dispatch, and if such fees cannot be negotiated, to set them at reasonable and fair levels in relation to the estimated cost of the services actually delivered to the public or private safety agencies. Furthermore, consistent with substantive due process and equal protection standards, the Board is authorized to set a service user fee at reasonable and fair levels in relation to the estimated cost of the services actually delivered to the service user or on his or her behalf or on behalf of a person or entity receiving the benefit of the emergency public and/or private services. Nothing in this section shall be construed as authorizing a private or public safety agency or emergency medical service to assess or pass along any dispatch fee to any public safety agency or citizen. The Board may impose such fees through resolution or implementing ordinance, including authorization to the State of Michigan

District Court system to collect such fees from the party adjudicated at fault for creating the emergency service condition through civil and criminal infraction proceedings. The Board may authorize the initiation of civil court proceedings to collect any such service user fee.

3) **Past Plans or Amendments**

These provisions are intended to modify, amend, supersede and replace any or all prior Plans or Plan Amendments. This Plan may be amended in any manner and at any time consistent with the Act. The Board shall give the Board at least 30 days advance written notice before approving any tentative Plan Amendment.

4) **Interpretation and Savings Clause**

The provisions of this Plan are designed to work in coordination with the Act and the Interlocal Agreement creating the ECEC. If there is any conflict between any provision in this Plan and the Act, the conflicting Plan provision shall be struck and the remainder of the Plan enforced without the conflicting provision. If there is any conflict between the provisions of this Plan and the Interlocal Agreement, the provisions of this Plan shall control.

**EXECUTION AND ACKNOWLEDGEMENT**

Date: \_\_\_\_\_  
Blake Mulder, Chairperson  
Eaton County Board of Commissioners

I, Diana Bosworth, the Eaton County Clerk, hereby attest that the Eaton Board of Commissioners approved this Plan on \_\_\_\_\_, 2016, and authorized the Chairperson to execute it on its behalf, which occurred in my presence.

Date: \_\_\_\_\_  
Diana Bosworth, Eaton County Clerk

## **APPENDICES**

- Appendix #1      Notice of Intent to Function as a PSAP
- Appendix #2      Service Suppliers and Public Entities
- Appendix #3      List of Public Safety Agencies Serviced by the 911 Network, and  
Dispatch Methods

**APPENDIX #1**

**NOTICE OF INTENT TO FUNCTION AS A PSAP**

Pursuant to the provisions of the Emergency Telephone Service Enabling Act, Michigan Public Act 32 of 1986, as amended, each public safety agency has 45 days after receipt of this tentative 911 Service Plan to file with the County Clerk a Notice of Intent to Function as a PSAP. The notice shall be in substantially the following form:

**NOTICE OF INTENT TO FUNCTION AS A PSAP**

Pursuant to Section 307 of the Emergency Telephone Service Enabling Act, Eaton County Central Dispatch shall function as a PSAP within the 911 Service Plan to be adopted by resolution of the Eaton Board of Commissioners on \_\_\_\_\_.

\_\_\_\_\_  
\_\_\_\_\_ [Title]

\_\_\_\_\_  
\_\_\_\_\_ Clerk

**APPENDIX #2**

**PUBLIC ENTITIES AND SERVICE SUPPLIERS WITHIN SERVICE PLAN**

The following public entities exist in whole or in part with the County and, therefore, the service district created by this Plan:

**TOWNSHIPS OF:** Bellevue, Benton, Brookfield, Carmel, Chester, Delta Charter, Eaton Rapids, Eaton, Hamlin, Kalamo, Oneida Charter, Roxand, Sunfield, Vermontville, Walton and Windsor .

**VILLAGES OF:** Bellevue, Dimondale, Mulliken, Sunfield and Vermontville.

**CITIES OF:** Charlotte, Eaton Rapids, Grand Ledge, Lansing (partial), Olivet and Potterville.

**CAMPUS OF:**

The following service suppliers as that term is used in the Act, operate within the Service District, using the following wire centers or operating in the following geographic area:

<b><u>Service Provider</u></b>	<b><u>Wire Center or Geographic Coverage</u></b>
<b>123.Net</b>	County of Eaton
<b>8x8, Inc.</b>	County of Eaton
<b>911 Cricket Communications</b>	County of Eaton
<b>Access Point Inc.</b>	County of Eaton
<b>ACD.NET</b>	County of Eaton
<b>ACN Communications, Services Inc.</b>	County of Eaton
<b>Airespring Inc.</b>	County of Eaton
<b>Alltel Communications Wireless, LLC</b>	County of Eaton
<b>Amerivision Communication/Affinity 4</b>	County of Eaton
<b>Anavon Technology Group</b>	County of Eaton
<b>Aptela, Inc.</b>	County of Eaton
<b>AT &amp; T Communications of Michigan, Inc.</b>	County of Eaton
<b>AT&amp;T Corp.</b>	County of Eaton
<b>Bandwidth.com Inc.</b>	County of Eaton
<b>Birch Telecom, Inc.</b>	County of Eaton
<b>Blanchard</b>	County of Eaton
<b>Boomerang Wireless LLC</b>	County of Eaton
<b>Broadstar LLC</b>	County of Eaton
<b>Budget PrePay, Inc.</b>	County of Eaton
<b>Bullseye Telecom Inc.</b>	County of Eaton
<b>Centennial Communications</b>	County of Eaton
<b>Centennial MI RSA 7 Cellular Corp</b>	County of Eaton
<b>CenturyTel of Michigan, Inc.</b>	County of Eaton
<b>Choice One</b>	County of Eaton



<b>Charter Advanced Services</b>	County of Eaton
<b>Clearwire US LLC</b>	County of Eaton
<b>ClearRate Communications, Inc.</b>	County of Eaton
<b>CMSinter.Net LLC</b>	County of Eaton
<b>Comcast IP Phone, LLC</b>	County of Eaton
<b>Comtel Telecom Assets LP</b>	County of Eaton
<b>Consumer Cellular</b>	County of Eaton
<b>First Communications</b>	County of Eaton
<b>Frontier</b>	County of Eaton
<b>Global Connections Inc of America</b>	County of Eaton
<b>Global Crossing Telemanagement</b>	County of Eaton
<b>Granite Telecommunications LLC</b>	County of Eaton
<b>GreatCall Inc.</b>	County of Eaton
<b>HELIO LLC</b>	County of Eaton
<b>Hughes Network System LLC</b>	County of Eaton
<b>IBFA</b>	County of Eaton
<b>Interface Security System, Inc.</b>	County of Eaton
<b>ISERV Company LLC</b>	County of Eaton
<b>LDMI</b>	County of Eaton
<b>Level 3 Communication LLC</b>	County of Eaton
<b>Life Wireless</b>	County of Eaton
<b>Lightyear Network Solutions</b>	County of Eaton
<b>Lingo Inc.</b>	County of Eaton
<b>M-5 Networks LLC</b>	County of Eaton
<b>Matrix Telecom</b>	County of Eaton
<b>McLeod USA Telecommunications</b>	County of Eaton
<b>MCI Metro</b>	County of Eaton
<b>Metro PCS</b>	County of Eaton
<b>MetTel Metropolitan Communications</b>	County of Eaton
<b>Michigan Bell Telephone Company</b>	County of Eaton
<b>Navigator Telecommunications LLC</b>	County of Eaton
<b>New Cingular Wireless PSC LLC</b>	County of Eaton
<b>New Par</b>	County of Eaton
<b>Nextel</b>	County of Eaton
<b>Nextiva Inc.</b>	County of Eaton
<b>nexVortex Inc.</b>	County of Eaton
<b>NOS Communications</b>	County of Eaton
<b>Paetec</b>	County of Eaton
<b>PFN-Peninsula Fiber</b>	County of Eaton
<b>PNG Telecommunications, Inc.</b>	County of Eaton
<b>Prime Circuits</b>	County of Eaton
<b>R.J. Telecommunications, Inc.</b>	County of Eaton
<b>Ready Wireless LLC</b>	County of Eaton
<b>Sage</b>	County of Eaton
<b>Salis</b>	County of Eaton
<b>Solavei LLC</b>	County of Eaton
<b>Sprint Wireless</b>	County of Eaton
<b>Stream Communications LLC</b>	County of Eaton

<b>Talk America, Inc.</b>	County of Eaton
<b>Telnet Worldwide, Inc.</b>	County of Eaton
<b>TING Inc.</b>	County of Eaton
<b>T-Mobile USA</b>	County of Eaton
<b>TNCI Operating Company LLC</b>	County of Eaton
<b>Upper Peninsula</b>	County of Eaton
<b>Verizon Wireless Personal Comm LP</b>	County of Eaton
<b>ViaSat Inc.</b>	County of Eaton
<b>Vonage</b>	County of Eaton
<b>Vonage Business Solutions</b>	County of Eaton
<b>Winn+-</b>	County of Eaton
<b>Working Assets Funding Service, Inc.</b>	County of Eaton
<b>YMax Communications Corp</b>	County of Eaton

### APPENDIX #3

## PSAP, PUBLIC SAFETY AGENCIES AND DISPATCH METHODS

### Eaton County Central Dispatch PSAP

<b>PSAP Area:</b>	<b>Public Agency<sup>3</sup></b>	<b>Dispatch</b>	<b>Backup PSAP<sup>4</sup></b>
County of Eaton	<b>Law Enforcement</b> MSP	Direct	
County of Eaton	Eaton Co. Sheriff	Direct	
Primarily Geographic boundaries of entity, but subject to closest car concept	Bellevue PD	Direct	
Primarily Geographic boundaries of entity, but subject to closest car concept	Charlotte PD	Direct	
Primarily Geographic boundaries of entity, but subject to closest car concept	Eaton Rapids PD	Direct	
Primarily Geographic boundaries of entity, but subject to closest car concept	Grand Ledge PD	Direct	
Primarily Geographic boundaries of entity, but subject to closest car concept	Lansing PD	Direct by Ingham County Central Dispatch as primary PSAP	
Primarily Geographic boundaries of entity, but subject to closest car concept	Olivet PD	Direct	
Primarily Geographic boundaries of entity, but subject to closest car concept	Potterville PD	Direct	
Primarily Geographic boundaries of entity, but subject to closest car concept	<b>Fire</b> Bellevue Fire	Direct by Eaton County Emergency Communications as Primary PSAP, Barry County Central Dispatch Authority and Calhoun County Central Dispatch Authority	

<sup>3</sup> Depending on reciprocal aid agreements, authorization by the identified public agency and/or emergencies, ECEC has the right and authority to dispatch directly, by transfer or by relay methods, public agencies that are outside of the District and not specifically identified in this Appendix.

<sup>4</sup> This Plan anticipates that many neighboring 911 centers could serve as a backup, especially if NexGen is implemented. The Board will enter into reciprocal agreements to cover back up in the event of particular need.

Primarily Geographic boundaries of entity, but subject to closest car concept	Benton Fire	Direct	
Primarily Geographic boundaries of entity, but subject to closest car concept	Charlotte Fire	Direct	
Primarily Geographic boundaries of entity, but subject to closest car concept	Delta Township Fire	Direct	
Primarily Geographic boundaries of entity, but subject to closest car concept	Eaton Rapids Fire	Direct	
Primarily Geographic boundaries of entity, but subject to closest car concept	Eaton Rapids Township Fire	Direct	
Primarily Geographic boundaries of entity, but subject to closest car concept	Grand Ledge Fire	Direct	
Primarily Geographic boundaries of entity, but subject to closest car concept	Hamlin Fire	Direct	
Primarily Geographic boundaries of entity, but subject to closest car concept	Lansing Fire	Direct by Ingham County Central Dispatch as primary PSAP	
Primarily Geographic boundaries of entity, but subject to closest car concept	Nashville Fire	Direct by Barry County Central Dispatch is their Primary PSAP	
Primarily Geographic boundaries of entity, but subject to closest car concept	Olivet Fire	Direct by Eaton County Emergency Communications as primary PSAP and Calhoun County Central Dispatch Authority	
Primarily Geographic boundaries of entity, but subject to closest car concept	Pottersville Fire	Direct	
Primarily Geographic boundaries of entity, but subject to closest car concept	Roxand Fire	Direct	
Primarily Geographic boundaries of entity, but subject to closest car concept	Springport Fire	Direct by Jackson County Central Dispatch is Primary PSAP	
Primarily Geographic boundaries of entity, but subject to closest car concept	Sunfield Fire	Direct by Eaton County Emergency Communications as	

concept		Primary PSAP and Ionia County Central Dispatch	
Primarily Geographic boundaries of entity, but subject to closest car concept	Vermontville Fire	Direct	
Primarily Geographic boundaries of entity, but subject to closest car concept	Windsor Township Emergency Services	Direct	
County of Eaton	<b>Ambulance</b>	Direct	
Primarily Geographic boundaries of entity, but subject to closest car concept	Bellevue Medical First Responders	Direct by Eaton County Emergency Communications as Primary PSAP, Barry County Central Dispatch Authority and Calhoun County Central Dispatch Authority	
Primarily Geographic boundaries of entity, but subject to closest car concept	Benton EMS	Direct	
Primarily Geographic boundaries of entity, but subject to closest car concept	Delta EMS	Direct	
Primarily Geographic boundaries of entity, but subject to closest car concept	Eaton Area EMS	Direct	
Primarily Geographic boundaries of entity, but subject to closest car concept	Grand Ledge EMS	Direct	
Primarily Geographic boundaries of entity, but subject to closest car concept	Lifecare EMS	Direct by Lifecare EMS	
Primarily Geographic boundaries of entity, but subject to closest car concept	Nashville EMS	Direct by Barry County Central Dispatch Authority is their Primary PSAP	
Primarily Geographic boundaries of entity, but subject to closest car concept	Vermontville EMS	Direct	
Primarily Geographic boundaries of entity, but subject to closest car concept	Windsor Township Emergency Services	Direct	

County of Eaton	<b>Miscellaneous</b> Eaton County Road Commission	Direct	
County of Eaton	Emergency Management	Direct	
County of Eaton	Animal Control	Direct	
County of Eaton	Department of Natural Resources	Direct	

## STATE OF MICHIGAN

## COUNTY OF EATON

RESOLUTION

At a regular meeting of the Eaton County Board of Commissioners held in the City of Charlotte, Michigan on July 20, 2016, at 7:00 p.m.

PRESENT: Hosey, Augustine, Spence, Osieczonek, Whitacre, Brehler, Miars, Eakin, Ridge, Lautzenheiser, Austin, Whittum, and Mulder.

ABSENT: Freeman and Rogers

The following resolution was offered by Commissioner Whittum and supported by Commissioner Austin:

**WHEREAS**, Eaton County ("County") has adopted a Final 911 Service Plan ("Plan") pursuant to the Emergency Telephone Service Enabling Act, 1986 PA 32, as amended ("Act");

**WHEREAS**, Eaton County has amended the Plan at least once without republishing the entire plan so that ascertaining the language of the current Plan is currently difficult to do;

**WHEREAS**, the Act requires the Plan to accurately identify all public service answering points ("PSAPs") for all 911 calls in the County;

**WHEREAS**, the County is preparing to transition from landline trunks to internet connections for the delivery of 911 calls to the PSAP. This transition, called "NextGen 911," holds the prospect for dramatically increasing the information that can be pushed to the PSAP regarding the emergency or individuals involved therein that precipitated the 911 call;

**WHEREAS**, the attached Plan attached hereto as Exhibit A accomplishes the following purposes that are in the best interests of the Eaton County public:

- (A.) Republishes the Plan to reflect prior amendments, so that the entire Plan is in one document, not many;
- (B.) Facilitates consolidated dispatch throughout the County by the Eaton County Central Dispatch Department;
- (C.) Streamlines the process for updating service supplier and public agency information;
- (D.) Provides for the possibility of enforcement mechanism if individuals or entities fail to perform their obligations under the Act and Plan; and
- (E.) Obligates service suppliers to use the IP address and internet provider that the Eaton County Central Dispatch Department designates for NextGen 911 service.

**WHEREAS**, the Board approved Exhibit A as a tentative 911 Plan by resolution on March 16, 2016, and the Eaton County Clerk has issued the requisite notices to the local units of government and published the requisite notices in the newspaper and the Board has held the requisite public hearing on the final approval of the tentative 911 Plan;

**NOW, THEREFORE, BE IT RESOLVED** that the Plan attached as Exhibit A is adopted by the Board of Commissioners as its final 911 Service Plan under MCL §484.1310;

YEAS: Hosey, Augustine, Spence, Osieczonek, Whitacre, Brehler, Miars, Eakin, Ridge, Lautzenheiser, Austin, Whittum, and Mulder.

NAYS: None

**RESOLUTION ADOPTED**