

**CLARE COUNTY  
EMERGENCY TELEPHONE SERVICE DISTRICT  
FINAL PLAN**

**Revised January 2020**

## CLARE COUNTY AMENDED E-911 SERVICE PLAN

### I.

#### INTRODUCTION

Michigan Public Act 32 of 1986, MCL §484.1101 et seq, as amended, ("Act") authorizes Clare County to enact a E-911 Service Plan ("Plan") that establishes a Service District ("Service District") in which enhanced 911 (E 911) services are provided to callers requesting emergency medical, police and fire services. The County, through the Clare County Board of Commissioners ("County Board") has adopted a plan and various amendments to that plan under the Act (collectively, the "Plan"; the "Plan" as used herein shall refer to the "E-911 Plan" or "Enhanced 911 Plan" as used in the Act). The Plan, as amended, is designed to replace, supersede and update any inconsistent provisions of the previous plan, and to augment, supplements or add such provisions that are not inconsistent with the original Plan. The purpose of these amendments is to address technological and legislative changes, and facilitating a superior and ever improving 911 system with the County.

This Plan implements a Service District covering the entire geographic boundaries of Clare 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.
- Operational considerations including the designation of primary public safety answering points ("PSAP's") secondary PSAP's and alternative PSAP's, 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 would control technical, operational, and fiscal aspects of the emergency telephone service.
- 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:

- 1.1** Use of the universal, simple, easy-to-remember, three digit number for all emergencies in any location within the County;
- 1.2** 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;
- 1.3** Establishment of financial, management and operational mechanisms designed to put the community in the best position to implement and maintain an up-to-date E 911 System;
- 1.4** Establishment of a system for recruiting and training qualified telecommunicators, also known as "dispatchers" or "Emergency Communications Technicians (ECTs)";
- 1.5** Establishment of centralized dispatch to more efficiently and effectively serve all residents of the County regardless of location therein;

- 1.6** Creating the environment to order and, therefore, facilitate the transition from wire-based to NG911 technology.

Unless otherwise defined herein, the terms used in this plan shall have their definition or meaning as used in the Act.

## **II.**

### **PLAN ADOPTION**

- 2.1** The Act requires the County Board to adopt by resolution, a Tentative Plan creating a Service District.
- 2.2** 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.
- 2.3** 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.
- 2.4** 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.
- 2.5** Clare County Central Dispatch, which is also called "Central Dispatch" herein, shall be the primary PSAP for all portions of the Service District, provided it files a notice of intent to function as a PSAP. (see Appendix #1).
- 2.6** The Act requires the County Board to adopt the Tentative Plan as the Final Plan, except as modified by Plan Exclusions and PSAP Notices, as identified above.
- 2.7** 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.
- 2.8** The Act permits the County to amend a plan by complying with the procedures described in Sections 301 to 310 of said Act.

## **III.**

### **TECHNICAL CONSIDERATIONS**

#### **3.1 Service District and Public Entities**

The Service District created by this Service Plan shall be coterminous with the geographical area of the entire County. All cities, townships, villages and campuses wholly or partially located in the Service District, as public entities, are included in the Plan including, but not limited to, those identified in Appendix #2. The County Board shall supervise and, by default, provide primary PSAP and other 911 and central dispatch services for the Service District.

Nothing in this Section or Plan shall be construed as prohibiting the County Board from authorizing regional or other cooperative agreements including, but not limited to, authorizing Clare County Central Dispatch to serve as the primary PSAP for public service agencies outside of the County. The County Board 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. In an Administrative Findings Resolution, the County Board is authorized from time to time to update the list of jurisdictions as provided in Appendix #2.

### **3.2 Enhanced 911**

This Plan includes the following services features:

1. Automatic Number Identification (“ANI”),
2. Automatic Location Identification (“ALI”), and
3. Selective Routing Network System (“SR”).

Such features include, but are not limited to, 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 providing 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 the 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. Service suppliers will selectively route all Clare County District emergency telephone service calls to Clare County Central Dispatch.

The wire-based telephone companies’ equipment must be modified and/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.

Clare County Central Dispatch shall maintain the Michigan Public Service commission’s (“MPSC”) infrastructure and maintain interface as required by the MPSC until NG911 technology is implemented. When NG911 technology is implemented, Central Dispatch shall provide primary PSAP services to interface with the NG911 technological system. When the county board has selected a 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.

### **3.3 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, including but not limited to provision of number, location and name. The County is Phase II compliant.

### **3.4 VOIP Implementation**

All voice or internet providers and other providers of digital communication technologies (collectively described as “VOIP”) are required to provide Enhanced 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.

### **3.5 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 and texts within the wire exchanges covered by the Service District and 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 County Board may require that every wire-based, CMRS/wireless or VOIP service provider billing service users within the Service 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 County Board may, by resolution, impose reasonable time limits on the registration and require periodic updates. The current service suppliers known to operate within the Service District are listed in Appendix #4.

Nothing in the Plan is intended to limit the County Board’s authority under the Act, and it is the intention of this Plan that the County 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 County Board may exercise its ordinance powers to enforce all provisions of this Plan. The County Board is authorized and directed to take any action necessary to implement the Order, the Act, this Plan or any other applicable state or federal laws existing or subsequently adopted.

### **3.6 Service Supplier and Public Entity Updates**

The service suppliers will provide a system with respect to design, installation and maintenance of the network that operates in accordance with the Michigan Public Service Commission Tariff rates, rules, and regulations appropriate system equipment for facilities used in providing emergency telephone service. This Plan for the County of Clare that the service suppliers will continue to change. Therefore, any service providers within Clare County, in accordance with appropriate state and federal laws are and will automatically be incorporated in the Plan for all of Clare County. In an Administrative Findings Resolution, the County 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 #3. The County Board may also direct routing and other instructions to such service suppliers and public entities for purposes of PSAP improvements, including but not limited to NG911 implementation.

### **3.7 Compliance with the Act**

All Technical Considerations should comply with the standards provided in the “Emergency 9-1-1 Service Enabling Act, Act 32 of 1986”.

## IV.

### OPERATIONAL CONSIDERATIONS

#### **4.1 PSAP Operations**

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:

- 4.1(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 Service District. This Plan uses “Consolidated Dispatch” and “Central Dispatch” synonymously.
- 4.1(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 Service District, the entire Service District or through contract, greater than the Service District.

Clare County Central Dispatch, presently located within the Sheriff’s Department at 255 W. Main St., Harrison, MI 48625, will continue to serve as the "Primary" Public Safety Answering Point (PSAP)/Central Dispatch for all of Clare County. In the event that the County participates in the creation of a dispatch authority or otherwise contracts with such an 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.

All primary PSAP designations in any existing Plan, as well as accompanying notices of intent to serve as primary PSAP are preserved. Clare County Central Dispatch, presently located within the Sheriff’s Department at 255 W. Main St. Harrison, MI 48625 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. 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 such entity that the County 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 #4.

In an Administrative Findings Resolution, the County Board is authorized from time to time to update the list of PSAPs, public agencies dispatched and dispatch methods as provided in Appendix #4.

The alternate or secondary PSAP for each primary PSAP is identified in Appendix #4, and incorporated herein by reference.

All primary 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 Clare County Central

Dispatch 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> Pursuant to 1986 PA 32, as amended, each public agency has 45 days after receipt of this tentative amended Plan to file with the County Clerk a *notice of exclusion* from the Clare County Central Dispatch service district.

#### **4.2 Dispatch Methods**

911 communications that result in a request for public safety agency response with the exception of emergency medical services, will be processed using the Direct Dispatch method. Requests for emergency medical services may be processed using manual transfer or relay methods to a secondary PSAP. 911 communications from jurisdictions outside the geographical boundaries of Clare County but which are included in this Service Plan will be handled by the Manual Transfer method. If, at any time, Selective Routing Transfer or the Manual Transfer method become unusable, 911 communications will be routed using 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 Clare 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 that originate beyond the boundaries of this Emergency Telephone Service District.

#### **4.3 Training**

The 911 Director on behalf of the County Board 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, including but not limited to maintaining their designation.

#### **4.4 Implementation-General**

The County Board may require that all public and private safety agencies providing emergency response services within the Service District register with the County Clerk and execute service agreements with the County on behalf of Central Dispatch. The County 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 Service District are listed in Appendix #4. The County Board, in conjunction with the 911 Director, shall establish dispatch protocols consistent with the Act. The County Board will consider local government agreements with public and private safety agencies but is not obligated to restrict its dispatching based on those agreements. Furthermore, any agreement that the County Board may make for the County with public and/or private safety agencies will take precedence over any inconsistent local governmental agreement.

#### **4.5 PSAP/Public Safety Agency Updates**

The public and/or private agencies to be dispatched within the County and their dispatch methods are identified in Appendix #4.

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<sup>1</sup> “Practicability” shall be determined in the sole discretion of the County Board after consultation with the 911 Advisory Board and local unit of government affected.

In an Administrative Findings Resolution, the County Board is authorized from time to time to update the list of public and private agencies providing emergency response services within the Service District and their corresponding dispatch methods.

#### **4.6 911 Resource Protection**

To the extent permitted by law, the County Board reserves the right to adopt plans, policies and ordinances relating to the control of county property or which concludes is reasonable and necessary to implement the purposes of this Plan. Such authority shall not be deemed abridged by any provision of this Plan or any other agreement.

### **V.**

#### **MANAGERIAL CONSIDERATIONS**

##### **5.1 Legal Status**

See Appendix #5.

##### **5.2 PSAP Management**

Clare County Central Dispatch and each additional public or private safety agency that 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 the operational configuration, level of service and equipment needs for the geographical 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 safety agency that operates the PSAP. The public safety agency that operates Clare County Central Dispatch is listed in Appendix #5. At any time, The County Board may create a separate legal entity known as a Central Dispatch Authority through an interlocal agreement under the Urban Cooperation Act. The Agreement establishing a Central Dispatch Authority will require a 911 Authority Board to be developed and the Agreement will need to detail what authorities are delegated to the 911 Authority Board. If such an Agreement is made, the Agreement will be added to Appendix# 5.

##### **5.3 9-1-1 District Board**

The County Board may create an emergency 9-1-1 district board and delegate certain powers to the board. The 9-1-1 district board bylaws are listed in Appendix #6. The County Board shall maintain continuing authority regarding delegated powers and authority, which shall not be deemed abridged by this Plan.

### **VI.**

#### **FISCAL CONSIDERATIONS**

##### **6.1 Technical Charges**

### **6.1(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 911 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.

### **6.1(B) Estimated Network Charges**

Network Charge 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.

Clare County Dispatch will utilize existing equipment. The County Board shall, through the budgetary process, budget sums it considers necessary and reasonable for maintaining existing and acquiring new equipment. Grant monies, wherever applicable may be sought for equipment costs and planning and development of the database.

## **6.2 Operational Funding**

To finance the delivery of primary PSAP services, the County Board is authorized to implement, receive and expend, consistent with all applicable laws and County resolutions, any voter approved millages, 911 operational surcharge, County 9-1-1 charge, State 9-1-1 surcharges allocated to the County or any other funding provided under state or federal law, including but not limited to such fees authorized, imposed, and collected under the Act in an amount not to exceed what is necessary and reasonable to implement, maintain and operate the Clare County system. The County Board is authorized to make any request for funding from the Michigan Public Service Commission, State 9-1-1 Committee or any other entity authorized under the Act.

In addition, the Clare County Central Dispatch is authorized to accept and, with the County Board's approval, expend wireless surcharge revenue as provided under the Act and to expend such funds on equipment, services or such other purpose as is authorized by the Act or funding restrictions. All service suppliers must collect any State 9-1-1 surcharge or any other charge, fee or funding permitted to be authorized, imposed and collected under the Act and consistent with all applicable laws set by the County Board through resolution or implementing ordinance from service suppliers located within the Service District and remit such funds as provided under the Act, to the County. The County 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 maybe enjoined by the County Circuit Court from providing

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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.

communication services to service users within the Service District. The County 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 Clare County Central Dispatch, the County Board is authorized in its discretion to fund and or negotiate fees for primary PSAP services rendered to public safety agencies and other emergency service providers dispatched by Clare County 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 County 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 County 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 County Board may authorize the initiation of civil court proceedings to collect any such service user fee.

*All Fiscal Considerations shall comply with the standards provided in the “Emergency 9-1-1 Service Enabling Act, Act 32 of 1986 as amended”.*

### **6.3 Past Plans or Amendments**

These provisions are intended to modify, amend, supersede and replace any and all prior Plans or Plan Amendments. This Plan may be amended in any manner and at any time consistent with the Act.

### **6.4 Interpretation and Savings Clause**

The provisions of this Plan are designed to work in coordination with the Act. 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.

### **6.5 Termination/Withdrawal**

This Plan may be terminated and participating municipalities may withdraw as provided in the Act.

**EXECUTION AND ACKNOWLEDGEMENT**

Date: \_\_\_\_\_

\_\_\_\_\_  
Jack Kleinhardt, Chairperson  
Clare County Board of Commissioners

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

Date: \_\_\_\_\_

\_\_\_\_\_  
Lori Martin, Clare County Clerk

## ACRONYMS

ALI- Automatic Location Identification

ANI- Automatic Number Identification

E911- Enhanced 911

NG911- Next Generation 911

PSAP- Public Safety Answering Point

ECT- Emergency Communications Technician

MPSC- Michigan Public Service Commission

CMRS- Commercial Mobile Radio Service

VOIP- Voice Over Internet Protocol

FCC- Federal Communications Commission

## APPENDICES

**Appendix #1** Notice of intent to function as a PSAP

**Appendix #2** Service District, Affected units of government within Clare County

**Appendix #3** Public Entities

**Appendix #4** List of Public Agencies Serviced by the 911 Network, includes Dispatch Methods

**Appendix #5** Legal Status

**Appendix #6** Clare County Central Dispatch 911 Advisory Board Bylaws

**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, Clare County Central Dispatch shall function as a PSAP within the 911 Service Plan adopted by resolution of the Clare County Board of Commissioners on \_\_\_\_\_ (date).

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(Appropriate Official)

**APPENDIX #2**

**JURISDICTIONS WITHIN SERVICE PLAN**

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

**TOWNSHIPS OF:**

Arthur	Hatton
Franklin	Hayes
Freeman	Lincoln
Frost	Redding
Garfield	Sheridan
Grant	Summerfield
Greenwood	Surrey
Hamilton	Winterfield

**VILLAGES OF:**

Farwell

**CITIES OF:**

Clare	Harrison
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### APPENDIX #3

#### SERVICE SUPPLIERS

The following service suppliers, as that term is used in the Act, are believed to operate in whole or in part, within Clare county and, therefore, the service district created by this Plan. This list is not meant to be exhaustive and any service supplier operating within Clare County is automatically added to this list and subject to this Plan:

<b>911 Service Supplier: PFN- Peninsula Fiber Network</b>	
<b>Other Service Suppliers</b>	
123.Net	Met Tel of Michigan, Inc. dba Metropolitan Telecommunications
ACD.NET	Michigan Bell Telephone Company
A.C.N. Communications Services, LLC	Muskegon Cellular Partnership
Alltel Communications Wireless, Inc.	Network Services Telecom Group dba Anavon Technology Group
Advent Telecom	New Cingular Wireless PCS LLC
American Broadband + Telecommunications	New Par
Anybill T-Mobile	Nextiva, Inc.
AT&T Corp.	Newvortex, Inc
Bandwidth, Inc.	OOMA Inc
Birch Telecom of the Great Lakes Inc.	PNG Telecommunications Inc.
Boomerang Wireless, LLC	Qwest Communications
Budget PrePay, Inc.	Ready Wireless, LLC
BullsEye Telecom	Republic Wireless, Inc.
Charter Advanced Services CCVIII LLC	RJ Telecommunication
Clear Rate Communications, Inc.	Sage Telecom Communications LLC
CMS Inter.net, LLC	Spectrotel, Inc
Consumer Cellular, Inc.	Sprintcom, Inc.
Cricket Communications	Star2Star Communications, LLC
Dialpad, Inc.	T-Mobile Central LLC
First Communications, LLC	Tag Mobile, LLC
Frontier North Inc. (MI)	Talk America Services, LLC
Global Connection Inc of America	Telecom Management, Inc. dba Pioneer Telephone
Google North America Inc.	TelNet Worldwide Inc.
Granite Telecommunications LLC	Telrite Corporation dba Life Wireless
GreatCall, Inc dba Jitterbug	Thumb Cellular LLC
Hughes Network Systems, LLC	Ting Inc
Integrity Networks, LLC dba Bullfrog Group	Tracfone Wireless, Inc.
Interface Security Systems, LLC	Velocity the Greatest Phone Company Ever Inc
IP Networked Services	Verizon Wireless Personal Communications LP
Jupiter Networks Inc	ViaSat Inc
LDMI Telecommunications	Vonage America
Level 3 Communications	WindStream Communications, LLC
Matrix Telecom, Inc.	Winn Telecom
McLeod USA Telecommunications	Working Assets Funding Services, Inc.
MCImetro Access Transmission Svcs. Corp.	XO Communications
Metro PCS	YMAX Communications Corp.

**APPENDIX #4**

**PSAP, PUBLIC SERVICE AGENCIES AND DISPATCH METHODS**

Clare County Central Dispatch- Primary PSAP,

Clare Police Department- Back-Up PSAP,

Mobile Medical Response- Secondary PSAP

<b><u>PSAP Area</u></b>	<b><u>Public Agency</u></b> <sup>3</sup>	<b><u>Dispatch Method</u></b>	<b><u>Back-Up PSAP</u></b> <sup>4</sup>
<b>Law Enforcement</b>			
County of Clare	Clare County Sheriff's Department	Direct	
City of Clare	Clare Police Department	Direct	
County of Clare	Michigan State Police	Direct	
County of Clare	Dept. of Natural Resources- Law Division	Direct	
<b>Fire</b>			
Townships of Summerfield, Frost, Franklin, Hamilton, Hayes, Greenwood, Redding, Hatton and Arthur	Harrison Community Fire Department	Direct	
Townships of Lincoln and Freeman	Lincoln Township Fire Department	Direct	
Township of Garfield	Garfield Township Fire Department	Direct	
Township of Surrey	Surrey Township Fire Department	Direct	
City of Clare, Townships of Grant and Sheridan	Clare Fire Department	Direct	
County of Clare	Dept. of Natural Resources- Fire Division	Direct	
Township of Winterfield and Section 31 of Redding Township	Marion Fire Department	Relay	
<b>EMS</b>			
County of Clare	Mobile Medical Response	Manual Transfer or Relay	
<b>Other Agencies</b>			
County of Clare	Clare County Road Commission	Direct	
County of Clare	Emergency Management	Direct	
County of Clare	Animal Control	Direct	

<sup>3</sup> Depending on reciprocal aid agreements, authorization by the identified public agency and/or emergencies, CCCD 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 may serve as a backup, especially when NG911 is implemented. Upon recommendation of the 911 Director, the County Board may, in its discretion, enter into individual interlocal or regional cooperation and/or coordination agreements

## **APPENDIX #5**

### **LEGAL STATUS**

Clare County is a political subdivision of the State of Michigan and is governed by the County Board of Commissioners. Clare County Central Dispatch is established by the Clare County Board of Commissioners pursuant to this Plan and the Emergency 911 Service Enabling Act, MCL 484.1101 et seq. to provide emergency dispatch services in Clare County, but operational control is currently assigned by the Board of Commissioners to the Clare County Sheriff. The County Board, Clare County Sheriff and 911 Director shall operate and manage Clare County Central Dispatch pursuant to the Act and this Plan, as well as other County policies and practices.

**APPENDIX #6**  
**911 ADVISORY BOARD BYLAWS**

See Next Page



## **911 ADVISORY BOARD BYLAWS**

### **I.**

#### **AUTHORITY AND PURPOSE**

- 1.1** Consistent with the Clare County 9-1-1 Plan, this advisory board is established to provide recommendations on policy and operating procedures and also serve as a technical advisory board. Upon review by the County Board, the policy or dispatch procedure will be implemented by the director.
- 1.2** All actions of the Advisory Board and any committees established pursuant to these Bylaws shall comply with the county-wide policies, procedures, and standards established by the Clare County Board of Commissioners.

### **II.**

#### **DEFINITIONS**

For purposes of these bylaws:

- 2.1** “Advisory Board” shall refer to the Clare County 911 Advisory Board
- 2.2** “County Board” shall refer to the Clare County Board of Commissioners
- 2.3** “Plan” refers to the Clare County 9-1-1 Plan.
- 2.4** “Budget” refers to the annual fiscal plan compliant with Michigan Law regarding anticipated expenditures and revenue adopted by the County Board at the budget approval meeting set during the approval of the budget calendar.
- 2.5** “Director” refers to the chief administrative officer of Clare County Central Dispatch (CCCD)
- 2.6** “Quorum” refers to the minimum number of members that must be present at any of its meetings to make the proceedings of that meeting valid.
- 2.7** “Sheriff” refers to the Clare County Sheriff.

### III.

#### GOVERNANCE

**3.1** Status: This board is a policy, procedure and technical advising board and will make recommendations to the County Board on policies and procedures for the effective operation of the Plan and the effective administration of the 911 system. This may include, but is not limited to:

- Recommending standards for staffing.
- Providing recommendations to County Board and Sheriff, through its Administrator/Controller and Director, regarding policies and procedures as needed. This shall include, but is not limited to, an annual review of existing CCCD protocols
- Recommending a technical policy governing the operation and access to computers interfaced directly or indirectly with the LEIN or NCIC computer systems, including those which are used for the interstate exchange of criminal history record information. This includes “management control rights” only as it pertains to LEIN/NCIC operations.
- Making recommendations to the County Board regarding the selection of a Director.
- Providing recommendations to the Director and Sheriff to improve Central Dispatch Operations.
- Making recommendations to the Director and the County Board regarding the proposed annual budget and methods of financing operations.
- Making recommendations regarding any other technical matter relating to Central Dispatch as requested by the County Board, County Administrator/Controller, Sheriff, or Director.
- Making recommendations to the County Board to amend these Bylaws.
- Periodically reviewing the Plan and recommending changes to the County Board.

**3.2** Administration:

**3.2(A)** Membership: The Advisory Board shall be made up of one representative from each of the following agencies/departments:

- Clare County Board of Commissioners
- Clare County Fire Chief
- Michigan State Police, Mt. Pleasant Post #63
- Clare County Emergency Management
- MI Department of Natural Resources, Harrison
- Citizen Representative, Clare County
- EMS Provider
- Medical Control Authority
- Clare Police Department
- Clare County Sheriff Department
- Clare County Central Dispatch

**3.2A (1)** Alternate members may be selected by the organization responsible for designating the regular member, providing this designation is made in writing and in

advance of any meeting. Alternate members may vote only in the absence of the regular member.

**3.2A (2) Officers:** Officers of the Advisory Board shall be the Chairperson and the Vice Chairperson which shall be elected from the membership of the Advisory Board. Their terms of office shall be two years. The terms of office shall be staggered with the Chairperson election on even years and the Vice Chairperson election on odd years. Officers shall exercise the following functions but not limited to:

- ***The Board Chairperson:*** The Chairperson shall decide all questions of order, shall preside at the meetings of the Advisory Board, and will coordinate activities of the Advisory Board. Minutes shall be taken at each meeting as directed by the Chairperson and distributed to each member.
- ***The Board Vice-Chairperson:*** The Vice Chairperson shall act as the Chairperson in the Chairperson's absence.

**3.2A (3) Appointed Members:** Applications will be made available by the 911 Director. The Citizen Representative must be a resident in Clare County. The Citizen Representative shall be a two year appointment requiring active attendance. The Advisory Board may review the applications and make a recommendation to the County Board. The County Board must appoint the citizen Representative.

**3.2(B) Meetings:** The Advisory Board shall meet no less than once a quarter at a date and time set by the Chairperson. The Advisory Board may meet more often at its discretion. The duration of individual public comments may be limited by rules of procedure adopted by the Advisory Board. Four (4) members of the Advisory Board may call a special meeting by notifying in writing the Director and all other Board members at least ten (10) calendar days in advance of the date, time, and place. Meetings shall comply with the Open Meetings Act, MCL 15.261, et seq.

**3.2B (1) Organizational Meeting:** The first meeting of the year shall be an organizational meeting and the following should occur:

- Elect Board Chairperson or Vice Chairperson, dependent upon year.
- Recognize the Citizen Representative upon County Board Approval (if applicable).
- Review Clare County 9-1-1 Plan and recommend changes to the County Board.
- Review of CCCD Protocols.

**3.2B (2) Voting:** One representative from each of the agencies listed in the membership shall have one vote on all matters to be voted on.

**3.2B (3) Quorum:** No official business shall be conducted without a quorum of the Board. A minimum of two-thirds membership must be present, equivalent to seven out of the eleven representatives. Advisory Board members may participate in meetings by teleconferencing consistent with the Open Meetings Act (1976 PA 267, as amended, MCL 15.261, et seq). Upon approval of the Chairperson, Advisory Board members may appear at a meeting via teleconferencing device, including speaker phone or interactive television, provided that a quorum is present at the meeting site and all individuals

attending the meeting can hear, and be heard by, the Advisory Board member(s) attending via teleconferencing device. The Advisory Board member wishing to participate in meetings by teleconferencing must notify the Chairperson or Director by 12:00 noon on the business day prior to the meeting that will be missed, and must provide the reason(s) for such absence. Failure to establish a video/audio teleconference due to technical or other problems shall not preclude conducting the meeting, as long as a quorum is present. In the event that an Advisory Board member participates via teleconferencing, this will be indicated on the meeting minutes as "Present via teleconferencing." Members present via teleconferencing shall be permitted to participate in Board deliberations and vote on matters before the Advisory Board, provided that there is a quorum physically present.

**3.2B (4) Committees:** The Advisory Board may establish additional standing or ad-hoc committees to serve specific purposes as set forth by the Advisory Board.

**3.2(C) Exercise of Authority:** The Advisory Board shall be advisory to the County Board and shall not have the authority to bind Clare County to any liability, whether contractual or otherwise, nor to the expenditure of any public funds.

#### **IV.**

#### **CONSTRUCTION**

**4.1** Wherever possible, these Bylaws shall be construed in a manner consistent with Michigan Law and the Plan. Where there is a conflict with Michigan Law or the Plan, the conflicting terms of these Bylaws shall be null and void and considered severed from the remaining portions, which shall continue in full force and effect.

#### **V.**

#### **AMENDMENT**

**5.1** The Clare County Board of Commissioners reserves the right to amend or rescind these Bylaws in part or in whole at any time by majority vote of the County Board and in compliance with the Open Meetings Act.