

Michigan Chapter of NENA

Stephanie Lehman, ENP
President

Barry County Central Dispatch
slehman@barry911.org
269-948-4825 x2

Tammy Smith
1st Vice President

Ottawa County Central Dispatch
tammysmith@ocda.org
616-994-7819

Samantha Sturgis, ENP
2nd Vice President

Fenton Police Department
sturgiss@fentonpolice.org
810-629-5311

Missy Harris, ENP
Secretary

Ingham County Central Dispatch
mharris@ingham.org
517-930-1824

Michael Armitage, ENP
Treasurer

Calhoun County Consolidated Dispatch
marmitage@calhouncountymi.gov
269-781-9709

James Hansen
Commercial Representative
WSI Technologies
jhansen@wsi-tech.com
906-241-3380

Marc Gramlich
Immediate Past President
OnStar
marcgramlich@gm.com
734-915-0077

Meeting Minutes of the Michigan Chapter of NENA

September 15, 2025

The Kensington Hotel
3500 S. State St.
Ann Arbor, MI 48108

Meeting called to order at 12:03.

Welcome – APCO President Dave Plumb & NENA President Stephanie Lehman

Agenda – The agenda was presented with an amendment to move NENA National to the end by President Lehman. Motion to approve the amended agenda by Dave Rapacz, supported by Phyllis Fuller. Motion carried.

Introductions – Roll call of the Executive Board Members for Michigan Chapters of NENA and APCO was conducted:

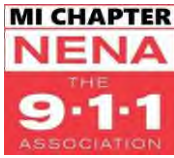
Michigan NENA Board

- P Stephanie Lehman, President
- P Tammy Smith, 1st Vice President
- P Samantha Sturgis, 2nd Vice President
- P Missy Harris, Secretary
- P Michael Armitage, Treasurer
- A Marc Gramlich, Immediate Past President
- A Jim Hansen, Commercial Representative

Michigan APCO Board

- P Dave Plumb, President
- P Dave Rapacz, 1st Vice President
- A Robert Stahelin, 2nd Vice President
- P Kelley Cunningham, Sgt-at-Arms
- A Cindy Fell, Secretary
- P Phyllis Fuller, Treasurer
- A Chris Collom, Immediate Past President
- A Kim Ostin, Executive Council
- A Larry Stidham, Commercial Representative

(P= Present, A= Absent) *late arrival



Michigan Chapter of NENA

NENA Minutes – (Stephanie Lehman) Motion to approve made by Samantha Sturgis, supported by Dave Rapacz. Motion carried.

NENA Treasurers Report – (Michael Armitage) Treasurer's report covered the period from May 18, 2025, through September 9, 2025. Key highlights were shared, including the receipt of half of the joint conference's net revenue of \$22,734.45. Most expenses during this period were related to attendance at the NENA National Conference. As of the report date, the total balance across all accounts is \$94,776.20. A financial review is scheduled to take place next week. The Treasurer requested membership authorization to reinvest \$25,000 in CDs upon their maturity in December. Motion to reinvest the \$25,000 into the Michigan NENA CD fund made by Phyllis Fuller, supported by Dave Rapacz. Motion carried.

Motion to approve the Treasurer's report made by Dave Rapacz, supported by Dave Plumb. Motion carried.

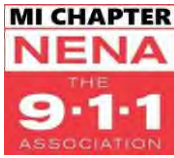
NENA President's Report – (Stephanie Lehman) President Lehman addressed the membership to inform them of upcoming changes to the board. She noted that a couple board positions will be opening at the end of the year, coinciding with the nomination period. Lehman shared that this would be her last in-person Michigan NENA/APCO meeting as NENA President. She expressed her gratitude for the support she has received over the past five years in her role. When she assumed the presidency, the organization was facing challenges; however, she highlighted the progress made since then: Establishment of bylaws and policies, achievement of non-profit status, clean finances, ongoing financial investments and successful joint conferences and joint trainings. President Lehman encouraged members who are considering further involvement in the organization to step forward, noting that now is a great time to get involved. She concluded her remarks by thanking the membership once again for their continued support. Stephanie Sturgis also expressed her appreciation, thanking President Lehman for her dedication and hard work during her time on the board.

COMMITTEE REPORTS

CJIC – No Report.

Training/Membership Activities – (Samantha Sturgis & Dave Rapacz) Samantha Sturgis provided an update on the Training Committee, noting a shift in focus over the past year toward recruitment and retention. While some goals have been completed, others remain in progress. Discussions with the NENA and APCO boards are underway to merge the Training & Membership and Professional Development committees into one, with an expanded scope to include training, professional development, recruitment, retention, and membership growth. The new committee is pending a formal name, with "Education and Advocacy" being one option. Members were encouraged to submit name ideas and feedback.

Sturgis also shared that a recruitment and retention guide has been developed, which includes tips, recommended 9-1-1 resources, and a professional reading list. Printed copies were made available, and the document will be uploaded to the Michigan NENA website once permissions are finalized. Feedback from members on the guide, restructuring, and video project was welcomed.



Michigan Chapter of NENA

Dave Rapacz reported that the committee continues work on a statewide 9-1-1 recruitment video. While initial plans involved using student resources, the committee will now move forward with professional production through Blufish, with a total cost of \$3,000. The video will promote the 9-1-1 profession across Michigan, highlight the roles of NENA, APCO, and SNC, and serve as a recruitment and outreach tool for use on social media and local platforms. It will incorporate existing center videos and support broader outreach efforts through center visits and flyer distribution. Funds will be split equally between Michigan NENA and APCO, utilizing existing training budgets. President Lehman commended the committee's hard work and innovation. A motion to allocate \$3,000 (\$1,500 from each association) to the Joint Training Committee for video development was made by Phyllis Fuller, supported by Michael Armitage. Motion carried.

Rapacz also shared plans to enhance the promotion and accessibility of training opportunities across the state. Rather than duplicating efforts, the committee will share existing training through centralized resources. A calendar is currently available on both the APCO and NENA websites, and efforts are underway to improve visibility and communication through coordinated postings and email blasts. This centralized approach aims to streamline communication and ensure important information reaches all centers.

NENA Professional Development – (Samantha Sturgis) There were no new Michigan ENPs from the July testing period. The application deadline for the fall testing session has passed, with testing scheduled to take place in October. The next opportunity will be the winter testing session, with applications due by December 19, 2025, and testing scheduled for January 24–February 7, 2026. Anyone interested in pursuing ENP certification is encouraged to visit the National NENA ENP Certification page for more information at https://www.nena.org/page/ENP_Certification. As of July, the exam fee for non-members increased to \$625, while the cost for NENA members remains the same and includes an electronic study guide. National NENA continues to post ENP numbers by state, with Michigan currently ranking 10th.

The next closest CMCP class will be held in Illinois in October, and registration is expected to fill quickly. Genesee County is planning to host a CMCP class, with the date to be finalized after the first of the year.

President Lehman shared that Michigan NENA offers two reimbursement scholarships each year for the successful completion of the ENP certification. She also announced her recent appointment to the NENA Institute Board, which oversees the ENP exam process. During the most recent national testing period, 84 individuals sat for the exam, resulting in 57 new ENPs and four recertifications, with none of those candidates coming from Michigan.

President Plumb added that APCO currently has scholarships available for individuals pursuing RPL and CPE certifications.

Technical – (Jeff Kelley) The system upgrade is primarily complete, with dispatch center upgrades scheduled to continue through March 2026. Currently, the project is about 18% finished. Overtime has been approved to work on implementing AES encryption on the templates in preparation for upcoming CJIS requirements. Additionally, users are reminded that when performing a multiselect with 800 pagers, they should pause briefly before speaking, as the pagers require a moment to locate the correct channel.



Michigan Chapter of NENA

Frequency Coordination – (Pat Coates) The Frequency Committee met on July 17th in Gaylord. There were no applications to review, but the committee had an in-depth discussion on interoperability issues. Despite most agencies now operating on the same radio system, many of the same interoperability challenges remain. An example discussed was a water rescue on Saginaw Bay involving multiple sheriff's departments, the Coast Guard, fire departments, and helicopters, where communication difficulties arose because agencies were reluctant to leave their home talk groups. To address this, a small work group was formed, to find ways to encourage the use of direct or interop talk groups and to promote more training and practice. The group held its first meeting on August 26th, there is a draft document for review. The goal is to develop recommendations that improve coordination across agencies, leveraging the group's mix of technicians and public safety.

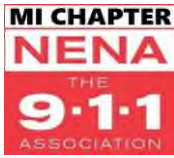
The next meeting will be held Thursday, September 18th, at the Monitor Township Fire Hall, where two MPSCS applications for Gratiot County, one for 800 MHz and one for 700 MHz, will be considered separately as required by the FCC.

The following meeting will be held in conjunction with the APCO meeting in Frankenmuth, at 10 a.m. in the lower level of Zehnder's, and attendees are encouraged to join and share suggestions for the interoperability group.

NENA/APCO Joint Conference – (Phyllis Fuller) Following the completion of all payments and receipt of funds, the final financial report showed total expenses of approximately \$120,000 and a total profit of \$165,000, resulting in a net amount of \$45,500. Each organization received 50%, totaling \$22,734.45 each. The event was considered highly successful, with strong attendance and positive feedback regarding the venue, speakers, activities, food, and beverages. It was noted that APCO serves as the fiduciary for the event, managing all funds and issuing payment to NENA once the financial process is complete.

(Tammy Smith) Appreciation was expressed to Phyllis for her hard work in managing the finances, which can be a challenging process. Planning has begun for the 2026 conference, and suggestions are being requested for potential keynote speakers. Attendees are encouraged to share recommendations for impactful and engaging speakers they encounter at training or conferences. The goal is to bring in new faces and fresh perspectives, as many attendees have seen the same presenters over the years. In addition, there is an effort to encourage participation from new staff, particularly newer dispatchers, to help them become more engaged and excited about the profession. Anyone interested in joining a committee or assisting with conference functions is encouraged to reach out.

The membership discussed ways to increase conference attendance, including lowering registration costs, adjusting vendor fees, and reconsidering the timing. The consolidation of APCO and NENA conferences was noted to make it easier for agencies to send staff. A suggestion was made to encourage participation by releasing the course schedule earlier. President Lehman noted challenges with schedule finalization, as adjustments continue up to the conference and the call for papers begins early, in January. Other suggestions included reinstating early bird registration, hosting a young professional's mixer, and creating a promotional video. Emphasis was placed on engaging younger staff and exposing employees to opportunities outside their own agencies.



Michigan Chapter of NENA

COMU – No Report.

National NENA – (Leah Hornacek) Exciting news was shared that the Senate recently passed the Enhancing 911 Act, marking significant progress in reclassifying telecommunicators. Members were reminded to send thank-you emails to their senators, with templates provided. The next step will be the 911 Saves Act on the House side, and members are encouraged to participate in that effort as well. Upcoming events include 911 Goes to Washington, February 22–25, 2026 at the same location; Standards and Best Practices in New Orleans, including a Critical Issues Forum on 3D location and mapping, January 11–16, 2026; and the NENA national conference in Columbus, Ohio, June 27–July 2, 2026, with Nashville hosting in 2027. A request has been made to have National NENA in Columbus approved as SNC credits since it is an adjoining state. The call for papers will open at the end of this month, and the membership drive will begin October 1st.

NENA Young Hero – (Samantha Sturgis) The age range for the award was extended to 16 and under, which proved successful, as the winner this spring was 14 years old. Eligible calls are those occurring between January 1-December 31, 2025, with the award to be presented next May in Muskegon. A new submission form has been completed and will be posted on the website soon, and it will also be shared on the Facebook page later this week. Submissions are typically accepted until mid-February, and staff should be made aware to ensure noteworthy calls, particularly those involving positive outcomes with child callers, are submitted.

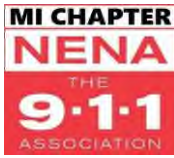
Commercial – No Report.

State 911 Committee (SNC) – (Stephanie Lehman) The State 9-1-1 Committee is a 21-member board that meets quarterly at MSP Headquarters, oversees four subcommittees: Training, Emerging Technology, Certification, and Legislative Action. The Legislative Action Subcommittee will focus on the 2027 bill rewrite. Met last week, reviews were conducted, Antrim and Jackson Counties were approved, and reviews for Benzie, Sanilac, and Calhoun counties are in progress. Another big initiative brought forth by the NTS was to merge the training fund application and its guidelines into a single document to simplify the process. Additionally, undesignated employees will no longer count toward FTE totals, currently there are 37 affected statewide. Members were reminded that in the event of a state shutdown, the State 9-1-1 Office will be closed, and the SNC website should be used for committee or subcommittee communications as needed.

State 911 Administrator – (Lyndsay Keith) Added to the previous discussion on training course availability, MISNAP includes a search feature that allows users to search by availability if the training provider includes that information. It was suggested to encourage training providers to utilize this feature in MISNAP to create a one-stop resource for locating courses.

MCDA – (Jason Wolford) In early August, the first annual Shark Tank Technology Innovation event was held in Muskegon and was well attended. The general retention schedule was approved at the end of August and is now available on the DTMB website. Members were also reminded of a vacancy in the secretary position, with a link to apply forthcoming.

Nominating Committee – (Phyllis Fuller) NENA board member nominations will be opening in January 2026.



Michigan Chapter of NENA

APCO/NENA Old Business – (Dave Plumb) No Report.

APCO/NENA New Business – (Dave Plumb) No Report.

NENA Old Business – (Stephanie Lehman) Financial Review – September 29, 2025, in Calhoun County.

NENA New Business – (Stephanie Lehman) No Report.

Motion to adjourn made by Dave Rapacz, support by Phyllis Fuller. Motion carried.
Meeting adjourned at 1:08 pm.

Respectfully submitted,
Missy Harris, ENP
Secretary, Michigan Chapter of NENA

**The next meeting will be Thursday, December 4, 2025, at 10:00 am.
Virtual Environment Only.**

The invite information will be sent out with the agenda.