



## **Meeting Minutes of the Michigan Chapter of NENA**

***January 14<sup>th</sup>, 2021 – 10 a.m.***

***Via Zoom***

Meeting called to order by APCO President Chris Collom at 10:05 with 54 participants logged on.

*Pledge of Allegiance. Followed by motion to change “introductions” on meeting minutes to “roll call.” Motion made by Sandy Nielsen, supported by Jason Torrey.*

**Roll Call** – NENA Board: Stephanie Lehman, Tammy Smith, Leah Hornacek, Tim Jones, Samantha Sturgis and Marc Gramlich present. APCO Board: Christ Collom, Kim Grafton, Kelley Cunningham, Phyllis Fuller, Kim Ostin, Sandra Nielsen present. Larry Stidham and Michelle James absent with notice.

**APCO New Members** – Chris reported. Only 14 days into the New Year, nothing changed since last update.

**APCO Minutes** – Minutes were sent out prior to meeting. *Motion to accept minutes made by Tammy Smith. Motion supported by Dave Rapacz.*

**NENA Minutes** – *Motion to accept made by Marc Gramlich, supported by Tim Jones. Motion carried.*

**NENA Treasurer Report** – Presented by Tim Jones. Received National dues in the amount of \$3,071.00. Paid Recurring Quickbooks fee of \$25.00 per month (x2). \$5,580.26 in checking and \$38,029.26 in savings. Total available funds \$43,609.52. *Motion to approve made by Dave Rapacz, supported by Whitney Wisner. Motion carried.*

**APCO President’s Report** – Chris reported. Membership dues were due on January 1<sup>st</sup>. Remember to check your staff/contact information and make sure contact info is up to date.

**NENA President's Report** – Stephanie reported. Stephanie reiterated keeping agency's information up to date with NENA. Leah and Stephanie are working on Michigan participating in the Chapter Challenge. Our Chapter is lacking membership in the Northern part of the state. We are the 10<sup>th</sup> largest state and are currently in 17<sup>th</sup> place for membership.

**Presentation by Kelly Sanders-Kelley from Virtual Academy:** For those not familiar with Virtual Academy they offer an in house way to manage training records, 24/7 tech support and overview of courses. Current courses include Understanding Stress, Dispatcher Wellness, Autism Awareness, Call Handling and De-Escalation. Upcoming courses include Call Classification, Bridges to Suicidal Callers and Human Trafficking. Virtual Academy also allows you to add your own material or create in house training utilizing their website. Virtual Academy is cost friendly and trainings are SNC certified. For more information contact Kelly Sanders-Kelley ([Kelly.kelley@virtualacademy.com](mailto:Kelly.kelley@virtualacademy.com)) or Clametta Butler (313)920-9945 ([clametta.butler@virtualacademy.com](mailto:clametta.butler@virtualacademy.com)).

### **COMMITTEE REPORTS**

**CJIC** –No Report. Next meeting is January 22, 2021.

**Training/Membership Activities** – Kim reported. Survey was conducted in regards to agencies allowing travel for training. Results were overwhelmingly negative so spring training will be offered virtually. April 13-14<sup>th</sup> with Denise Amber Lee Foundation. Classes will be Human Trafficking and Helping Hand/Peer Support. Registration information coming soon. Training committee remaining on after this meeting.

(Note: Denise Amber Lee Foundation hosting a virtual conference called Be the Difference, February 9-11<sup>th</sup>. 3 days, free registration.)

**NENA Professional Development** – Stephanie reported. Looking for an RPL to join Stephanie so that both NENA and APCO are represented for professional development. Winter 2021 Exam period is January 23<sup>rd</sup>- February 6<sup>th</sup>. Spring Exam period has a March 5<sup>th</sup> deadline. Anyone studying for the ENP exam, Mission Critical's next study group starts January 25<sup>th</sup> and will be on Monday's at 3pm EST. There are currently 58 ENP's in Michigan and we may lose some as people retire or move on. In 2020 one application was processed for the exam scholarship and is being processed. Reminder that NENA offers 2 scholarships annually.

**Technical** – No report.

**Frequency Coordination** – No Report

**FirstNet** – No Report.

**NENA/APCO Joint Conference** – Tammy Smith reported. The 2021 Conference is scheduled for October 24-27<sup>th</sup>. Sunday is a half day with Monday-Wednesday being full days. All keynote speakers are still on board. Call for papers is going out February 1<sup>st</sup> along with Vendor Registration. The hotel is adjusting accordingly to all CDC/State recommendations for COVID

and are working continually with our conference committee on those changes. Next Committee call is January 28<sup>th</sup> if anyone wants to join or help.

**APCO National** – Kim Ostin reported. There is a request for comments in handling emotionally distressed individuals, until February 1<sup>st</sup>. Nominations for Awards are open through April 1<sup>st</sup>, 2021 and there is a webinar for creating a solid nomination, available on APCO International's website. (May also be helpful for nominating at a State level). Scholarship program is open for training money. Deadline for RPL's is March 31<sup>st</sup> and CPE's is February 15<sup>th</sup>.

FCC recently began allowing the blocking of unknown numbers. This can affect reverse calling systems. The annual conference is August 15-18<sup>th</sup> in San Antonio Texas. There will be longer break times to allow cleaning/sanitation. Don't forget to renew memberships!

**State 911 Administrator-** *(out of order due to scheduling conflict.)* Theresa Hart reporting. The training fund application deadline is January 29<sup>th</sup> at 4pm. Do not wait until the last minute! Make sure to request MiSnap access for the necessary people so they can digitally sign the forms. Also, make sure courses migrated to the 510 form. For any corrections needed, email [SNCDispatchertraining@michigan.gov](mailto:SNCDispatchertraining@michigan.gov) by next week.

Cindy reported. No changes in Text to 911, the State 911 Office is in contact with those agencies currently deploying. Phase 3 of the automation project slated to go live in July, possibly sooner. September 28-29<sup>th</sup> will be Emerging Tech at Great Wolf Lodge, if you have any suggested topics let us know!

Lyndsay reporting. Reference the grant money for CPE, several of the agencies are completely installed. GIS Repository is moving along – in the near future updates and requests will be sent out.

Joni reported. MDHHS has a new crisis line called MICAL for behavioral or disability issues. Joni has shared a dispatch point of view with them especially pertaining to local standards with each individual PSAP. Unsure what their 911 coordination efforts will be. The Security Director from the Michigan Court of Appeals is looking for appropriate security avenues for Judge safety. He was given information on Smart 911 or local premise information. 911 office is still working on audits, hoping to complete by February.

**APCO Awards** – Sandy Nielsen reported. Nomination forms will be posted on the website and members notified. 2020 recipients will also be notified.

**APCO Historical** – No Report.

**National NENA** – April Heinze reported. National NENA has cancelled the Standards and Best Practices and 911 goes to Washington. There may be a virtual 911 goes to Washington event in March. Standards and Best Practices will resume in January of 2022. National NENA conference will be June 26<sup>th</sup>- July 1<sup>st</sup> in Columbus, Ohio. It is in progress for SNC approval since it is so close.

NENA has launched online, instructor led courses that are 6hrs in length for \$139 for NENA members and \$199 for non-members. There is a pre-class questionnaire for class tailoring. See [NENA.org/events](http://NENA.org/events). In the first quarter of 2021 NENA will be launching an online, on demand, 40hr training course for new dispatchers, in partnership with Virtual Academy. More details to come. Location Accuracy – PSAP's are seeing dispatchable locations, horizontal location information @ 50 meters should be available by April of 2021 for 80% of calls. PSAPs in Michigan have been getting dispatchable locations but it is no different than latitude/longitude but we must consider the confidence rates. PSAPs should be looking at mapping solutions to include the z-axis. NENA will have a recommendation document ready by the 2<sup>nd</sup> quarter. There is a new, enhanced PSAP registry/map-centric database. Visit [www.nena.org/eprc](http://www.nena.org/eprc) to obtain access for your PSAP. The Wellness Committee has been hard at work creating new standards and best practices and resources for members. Check out the Wellness Continuum for more information.

**NENA Legislative** – Stephanie reported for Jordyn. Legislative is working on getting revenue, expenditure and balance numbers. SNC LAS is dividing into two subcommittee groups to work on the rewrite, a policy group and a funding group. Bryce Tracy will be chairing both. MLTS rules are in place as of December 31<sup>st</sup> and January 6<sup>th</sup>, respectively. If anyone has questions please reach out to Jordyn. Please continue inviting your reps and senators into your centers to show them what you do and educate them in all things 911. (Before May is ideal.)

**NENA Young Hero** – Chris reported. First committee meeting is next week, luncheon still slated for October during the conference.

**Commercial** – Nothing to report. Email Jim Hansen or Larry Stidham with any concerns.

**State 911 Committee** - Rich Feole reported. A lot of the information has already been covered. Not doing onsite visits currently. Financials are reviewed first and site visits after, once safe/allowed. Last SNC meeting a letter was received from the MACP (Chiefs of Police) about an accreditation program. They will be working with the SNC on it moving forward. ???

**MCDA** – Michael Armitage reported. Current board is as follows; Bryce Tracy – VP, Vance Stringham – Treasurer, Jordyn Selleck- SNC Representative, Chris Izvorski –Past President, Angela Elsey – Secretary, Lisa Hall – Trustee. Have secured an agreement for legal counsel. Meeting schedule has been proposed with potential outdoor venues in warmer months. Next Meeting February 5<sup>th</sup>.

**Nominating Committee** – Phyllis reported. NENA officers all seeking re-election. Visit NENA bylaws for job descriptions.

**APCO/NENA New Business** –Chris reported. Meeting dates have been adjusted due to the conference dates. March 11<sup>th</sup> will be installation of Officers. October 21<sup>st</sup>, APCO Annual Dinner. *Motion to approve made by Dave Rapacz, supported by Michael Armitage.*

**APCO Treasurer's Report** – Phyllis reported. End of 2020 checking account total of \$33,986.27 and Schwab account \$83,596.43 for a total of \$117,582.70. *Motion to approve, Tim Jones, supported by Stephanie Lehman.*

No change to the budget but a line item was closed (membership) and \$700 was moved to training. *Motion to approve made by Tim Jones, supported by Pam Coates.*

**MPSFAC Report** – Pat Coates reported. A public hearing was held, and approval received, to make changes to 700 mhz plan to allow fixed repeaters on interop channels. Next step is to get concurrent with surrounding states and regions. Then to FCC for finalization. Next meeting is March 11<sup>th</sup>.

**NENA Old Business**- Stephanie reported. Bylaw revision is completed. We are now reviewing the Executive Board Policy. One meeting has been held, next is January 19<sup>th</sup> @1pm. If you have suggestions for that call let Stephanie know.

**NENA New Business** – Reminder that nominations are open for the executive board.

**Public Comment** - None

*Meeting adjourned.*

Respectfully submitted,

Samantha Sturgis, ENP  
Secretary, Michigan Chapter of NENA

***The next meeting will be  
APCO/NENA joint meeting  
March 11th, 2021 – 10:00 a.m.  
Virtual Meeting***