



**Meeting Minutes of the Michigan Chapter of NENA
September 12th, 2022
Preceding the 911 Emerging Technology Forum
VanDyke Mortgage Convention Center**

Meeting called to order at 14:04.

Welcome – NENA President Lehman welcomed everyone in attendance.

Pledge of Allegiance – Delayed due to flag not being present. Introductions conducted first.

***Agenda** – Point of order called on both boards because agenda was not approved prior to APCO's Treasurer's Report. Motion to approve the agenda made by Angela Elsey, supported by Dave Plumb. Motion carried.

Introductions – Membership introductions conducted. See end of minutes for full attendee list. 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 Caitlin Sampsell, Secretary
P Tim Jones, Treasurer
A Marc Gramlich, Immediate Past President
P Jim Hansen, Commercial Representative

Michigan APCO Board

P Chris Collom, President
P Dave Rapacz, 1st Vice President
P Kelley Cunningham, Sgt-at-Arms
P Michelle James, Secretary
P Phyllis Fuller, Treasurer
A Sandra Nielsen, Immediate Past President
A Kim Ostin, Executive Council
A Larry Stidham, Commercial Representative

(P= Present, A= Absent)

APCO Member Report – (Dave Rapacz) Since January there have been 83 new members for a total of 569 current MI APCO members.

APCO Minutes – (Michelle James) Motion to approve made by Rapacz, supported by Jones. Motion carried.

NENA Minutes – (Caitlin Sampsell) Motion to approve made by Jones, supported by Whitney Wisner. Motion carried.

Minutes Approved at the January 26th virtual meeting- Motion Rapacz, Support Plumb. Motion Carried.

APCO Treasurer's Report – (Phyllis Fuller) The report covers 4 months. MI APCO is the fiduciary for the Michigan Joint Conference. At the end of August the checking account balance was \$33,399.55. The Schwab investment account ending balancing was \$80,310.29; it has lost almost \$9,000 since the beginning of the year.

Motion to approve the APCO Treasurer's Report made by Rapacz, supported by Jones. Motion carried.

**Agenda approved.*

NENA Treasurer's Report – (Tim Jones) Treasurer's Report for May through August. The ending balance for the checking account was \$20,818.70 after the conference profit share with APCO. Ending balance for the savings account \$25,039.22. Total assets of \$45,857.92.

Motion to approve NENA Treasurer's Report made by Pat Coates, supported by Lance Langdon.

APCO President's Report – (Chris Collom) Membership can now be renewed for 2023. If you have a group membership, go in online and update the names and emails. Please make sure to whitelist Chris Collom's email address. The annual APCO meeting and awards dinner is October 27th in Frankenmuth (Motorola sponsored event). MPSFAC will meet prior.

NENA President's Report – (Stephanie Lehman) Please keep membership email addresses up to date and whitelist the NENA President email address (minenaemailblast@gmail.com) to ensure that messaging is received. All other information will be covered in committee reports.

COMMITTEE REPORTS

CJIC – (Lehman reporting for Lisa Hall) Hall is continuing to work with MACP and MSA on the Fire Department radio idea, but doesn't have anything to share yet. Hall turned in an item regarding OUID Breath Form entry and the lack of instruction and information to the LEIN workgroup. She is working through that process locally and once she has that completed, she will share even if LEIN doesn't have something ready.

Training/Membership Activities – (Caitlin Sampsell) The Training Committee has organized a joint NENA/APCO fall training which will be two repeated, single 8 hour day trainings, held November 1st and 2nd at Oakland Community College. The training will be conducted by Niagara University on Disability Awareness for 911 Telecommunicators. Training topics will include: awareness/sensitivity training; disabilities defined specific to PSAPs; victimization/abuse of people with disabilities; relay services; speech impairments and challenges; the Americans with Disabilities Act specific to general effective communication; proper etiquette and interaction skills; adaptive equipment/assistive technology; alternative forms of communication; and person-first language and ways to overcome communication barriers. 19 people registered at the time of the report; we'd like to have 30 if possible. Registration is \$250 a class and the training is SNC approved.

If members experience high quality trainings or would like to see a specific training brought to Michigan, reach out to the Joint Training Committee or one of the Chapter Presidents. Training ideas are always being sought out.

NENA Professional Development – (Stephanie Lehman/Samantha Sturgis) Sturgis will be taking over this report for NENA going forward. Congratulations to Michigan’s two newest ENPs: Katie Coenen (Ottawa County) and Erica Crackel (Canton Township Public Safety). Michigan currently has 55 ENPs after some certifications expired. Reminder that the Michigan NENA Chapter offers 2 scholarships upon successful completion of the exam. The Fall exam dates are October 1st through the 15th. Deadline to register was September 2nd. The Winter exam period deadline is January 6th. The testing period is February 4th through the 18th. Participating in a study group is highly recommended; if you need assistance finding one, contact Lehman or Sturgis.

(Chris Collom) Cynthia Fell (not in attendance) is the new APCO Registered Public Safety Leader (RPL) chair for this committee. There are currently 4 RPLs in Michigan, and several others are going through the classes now. Fell will give a presentation of her experience becoming an RPL and its impact at the October APCO meeting.

Technical – (Jeff Kelley) Report from MPSCS for system upgrades and changes going on. Three RTCs in the Network Communication Center are posted to be filled that have been vacant for a year. The Department Analyst and TDU positions were just filled, bringing the unit up to three design people. A fifth radio coordinator position will be posted soon. They are trying to add a position for a RPU Department Specialist that would be a go to for “strange” radio issues and support.

The zone core upgrades have been completed and system acceptance testing has started on the upgrade. Dispatch console site work should be starting soon for the upgrades to the latest version of Elite Dispatch.

Project Updates: Work continues on the Consumers cutover, planned for Wednesday, September 14th. DTE will be turning on additional channels in October, and the subscribers will be cut over in November. Kalamazoo’s simulcast is targeted to go live in November. No update available for Critical Connect. Security type issues are being worked through; it’s causing some issues with new additions for Wave. Discussion on the cost burden moving forward as private entities (DTE, Consumers) expand.

Frequency Coordination – (Pat Coates) MPSFAC met on September 8th. Vance Stringham was present as the new appointee. Three applications were reviewed, but were not approved due to incompleteness or lack of letters of concurrence from adjacent states. For anyone that is adding a frequency or tower, please make sure to review the rules in the MPSFAC plan for 700 and 800 MHz to determine what is needed; applications need to be complete. 4.9 GHz was discussed- the FCC wants to start auctioning that off for profit; it has always been reserved for public safety. MPSFAC did find some large uses such as countywide tornado sirens, police department security cameras, and Detroit and Oakland County helicopters. However, there wasn’t a great enough response to argue that this is a big statewide problem. MPSFAC doesn’t believe that it can stop the change, and there are areas that the spectrum could be shared. Their recommendation to the FCC is for it to be coordinated through MPSFAC like

700/800 MHz is, although this will not make commercial entities happy to have to go to a public safety group for frequency coordination.

The next meeting is in Frankenmuth on October 27th. Any new applications are due by October 13th.

NENA/APCO Joint Conference – (Tammy Smith) Chris Collom stepped down as Conference Chair; Kelley Cunningham will be the APCO Co-Chair going forward. Smith thanked everyone that attended and volunteered at the conference this year; the conference did turn a profit. There will be some changes for the 2023 conference based on the feedback received.

The next conference will be April 17th-20th at the Kalamazoo Radisson (last year there). It will follow the same format of Monday through Thursday, with a ½ day Thursday. Information for volunteers will be sent out soon. The call for papers will also be sent out soon, with a deadline of December 23rd. Registration will open after the 1st of the year.

APCO National – (Michelle James reporting for Kim Ostin) The National Conference was held in Anaheim with over 4,700 attendees. The 2023 Conference will be held in Nashville, Tennessee. The call for papers will go out in the next few weeks.

Nexus, the Next Gen 911 Experience, will be held November 2nd-3rd in Arlington, Virginia. Registration is open. They will be presenting real life scenarios and major events through panel discussions.

APCO International's Definitive Guide to Next Generation 911 was released and can be downloaded from the National website. There are several upcoming webinars available (free to members). Opportunities to participate with occupational analysis to revise the current standards for CTO, Training Coordinator, and Supervisor will be available on PSConnect.

APCO Awards – (Kelley Cunningham) Nominations were due September 1st. The Awards Committee is working on reviewing and scoring the submissions. The winners will be notified by September 26th and the awards will be presented at the APCO meeting on October 27th.

APCO Historical – (Chris Collom) No report.

National NENA – (April Heinze) The Next Generation 911 Standards and Best Practices Conference will be in Clear Water, FL, January 16th- 19th. 911 Goes to Washington will be February 26th-March 1st. The National NENA Conference will be June 17th-22nd in Grapevine, Texas. NENA membership is at 18,500 members and growing; member renewals will be going out. There are a lot of awards and scholarship offered for the national conference. This year over 50 scholarships were awarded including the 1st ever diversity in leadership scholarships, women in 911, and gold line telecommunicator scholarships.

NENA now offers an on-demand 40 hour Core Competencies Course (SNC approved), and the new Navigating Adversity training, which is a self-paced, self-care online course. NENA has other wellness initiatives including NENA health huddles, and the how to build your own peer support team document. The new NENA Board President is Laurie Anderson from Florida; the new Vice-President is Melanie Jones from South Carolina.

****All PSAPs can access the Enhanced PSAP registry and census, which is a free tool that can assist in unusual call transfer situations, to identify the correct PSAP and contact information. Go to nena.org/eprc to obtain access. It is recommended that every telecommunicator has access to the tool.****

988: If your PSAP doesn't have a policy, the suicide and crisis line standard walks through how to create one; they are working on 988 specific standard. 988 currently hasn't done any official public education, and their call volumes have already increased more than double in the first month. PSAPs only receive about 2% of their calls, but should expect to also see an increase. 988 does not get geo-location with the calls; they only receive the location that the caller gives them. In order to transfer a call, 988 looks at the phone number and transfers to the PSAP based on the area code of that phone number. Heinze is the 988 contact at NENA.

Due to the wide-spread staffing crisis, NENA filmed a suite of commercials that 911 authorities will be able to download, personalize, and use. Michigan NENA's own Caitlin Sampsell was one of the participants that will be featured in the commercials. They are planned to be released in the coming months.

NENA Legislative – (Stephanie Lehman reporting for Jordan Sellek) No update. The Legislature has been on break since June.

NENA Young Hero – (Samantha Sturgis) The Chapter websites will be updated to include Sturgis's contact information now that she has taken over chairing this committee. Google forms will be coming out soon for nominations for the Young Hero award. When preparing submissions, make sure to only redact LEIN information; the committee needs to be able to hear the child provide the address and other information.

Commercial – (Jim Hansen) There is a push to increase industry partner and commercial membership on the national level. There is also a push to help other state chapters as there is a wide range of involvement. A lot of things that we do in Michigan are not common place elsewhere.

State 911 Committee (SNC) – (Stephanie Lehman) No report. The next meeting is September 21st.

State 911 Administrator – (Lyndsay Stephens)

Text to 911: If you received an email from Stacie Hansel about reporting to the FCC, please complete the form and send it back. Make sure that PSAP information is up to date. If a director has changed, notify them. **You can review your PSAP information in the Text 911 Registry at - <https://www.fcc.gov/files/text-911-master-psap-registryxlsx>**

No update on FirstNet or the Public Safety Broadband. An email was just sent recently about an issue with MiSNAP; please make sure to check and do manual calculations of continuing education hours to ensure that totals are correct until the system is fixed. The Next Gen grant was closed out in June.

GIS Repository: SNC is still working with the repository. If you haven't submitted a user request form, update it and submit. They are using the user request forms to send out notifications and training. Mark Holmes and Lyndsay Stephens are the points of contact.

The 2020-2021 E911 Fund audit is being reviewed. The annual report to the Legislature was submitted July 29th and will be added to the website. The SNC office is also working to add an employment opportunities tab to the website by the Administrator's direction. The Training Subcommittee FTE count was approved on August 17th and will be taken to the full committee next week.

A group within the 911 community assisted Joni in reviewing the State of Michigan's General Retention Schedule #34 which defines the requirements for 911. If you have adopted your own internally that is great, but if not, your retention schedule defaults to this one. It has not been updated since 2010, and they wanted to ensure it was still covering the data and technology 911 provides today. After the review, there was no update that was found to be necessary. If you use the state's General Retention schedule and find that it is missing something, please reach out to Joni Harvey and let her know.

The Administrator is working on strengthening coordination between 911 and EOC. If you have strong coordination with your EOC or are struggling in this area, please reach out to Joni Harvey so that she can identify the agencies that need assistance and those that can be used as models. IPAWs character counts for social media will be pushed out to 911; they have already been pushed to Emergency Managers.

Stacie Hansel will be covering for Lyndsay while she is off on medical leave.

MCDA – (Angela Elsey) Meeting dates have been updated: Oct 7th was moved to Oct 11th just prior to the PFN user group dinner. The New Director School Part 2 will be held November 30th- December 1st in Port Huron. This will be a unique training that is not a repeat of Part 1, and is stand-alone (attendance at Part 1 is not necessary to attend Part 2). Registration is expected to open this week; MCDA membership is not required to attend. The MCDA meeting will be December 2nd at the same location. The hotel is offering a discount for the 29th, available through Oct 25th with online discount code "911" or by mentioning the Michigan Communications Directors Association over the phone.

Krista Hausermann from MDHHS and Jill Smith from Common Ground presented at the August meeting on the status of 988 in Michigan. The membership had a lot of concerns over the process map that was presented, that 988 was dictating to 911 when actions are taken. Feedback is being taken back to the Michigan workgroup and 911 will be working with 988 to redevelop that together.

Nominations for the MCDA Executive Board for 2023 will open at the end of October or early November. Positions for Secretary, Treasurer and SNC Representative are positions to be voted on annually. If you are interested in a position or would like more information about executive board involvement, please reach out to a board member.

Nominating Committees – (Michelle James reported for Sandra Nielsen) APCO nominations were opened and closed per the chapter's Policies and Procedure manual. All current board members submitted their letters to seek election for their current position. Dave Plumb was nominated for the 2nd Vice President position. He has met all the requirements as outlined in the Policy and Procedures manual. As there are no contested positions, an actual election will not need to be held. If you have any questions, please contact Sandra Nielsen at nielsensa67@gmail.com.

(Phyllis Fuller) NENA board nominations will be open in January.

APCO/NENA Old Business – (Chris Collom) No report for joint business.

APCO/NENA New Business – (Stephanie Lehman)

Tentative meeting schedule was presented for 2023:

January 26 th	10 a.m.	Virtual only
April 19 th		At the State Conference in Kalamazoo
September	TBD	In coordination with the Emerging Tech Forum
October	2 p.m.	APCO only Annual Awards in Frankenmuth
December 14 th	10 a.m.	Virtual only

The updated MI NENA bylaws say that the board will be installed in March. Due to the 2023 meeting schedule, NENA President Lehman sought approval from the membership to install the officers during the joint conference in April. Discussion was held. Motion was made by Fuller, supported by Rapacz. Motion carried.

2024 & 2025 Joint Conference (Tammy Smith) The 2024 and 2025 joint conference will be held at the VanDyk Mortgage Convention Center in Muskegon, the week prior to Memorial day weekend.

APCO Old Business – (Chris Collom/Kelley Cunningham) The webpage update will be unveiled at the annual meeting in October. The desire is for the faces of Michigan telecommunicators to be on the website. There will be a Facebook post with instructions on how to submit pictures of Michigan telecommunicators by October 3rd.

APCO New Business – (Chris Collom) No report.

NENA Old Business – (Stephanie Lehman) Michigan NENA will continue to work on updating the website.

NENA New Business – (Stephanie Lehman) No report.

Open Opportunity –

- Jen Robinson (Cass Co) reported that she is fully staffed (with 1 in training). They are also building a new center.

Motion to adjourn by Rapacz, supported by Fuller. Meeting adjourned at 15:16.

Respectfully submitted,

Caitlin Sampsell, ENP
Secretary, Michigan Chapter of NENA

**The next meeting will be Virtual
Thursday, January 26th, 2022
10 a.m.**

Minutes Approved at the January 26th virtual meeting- Motion Rapacz, Support Plumb. Motion Carried.

Attendance

APCO/NENA Chapter Meeting Sign-In

DATE: September 12, 2022

Meeting Site: VanDyk Mortgage Convention Center Muskegon

NAME	AGENCY	E-MAIL	APCO	NENA
Michelle James	Barry County Central		✓	✓
Caitlin Sampson	Barrien County 911	csampson@barriencounty.org	✓	✓
Stephanie Lehman	Barry Co		✓	✓
Samantha Sturgis	Fenton PD		✓	✓
Justin Haltum	Aurora Co		✓	✓
Michael Grad	ANTUM 911		✓	✓
Phyllis Fuller	PFN	pfuller@pfnllc.net	✓	✓
James Selvey	PFN	jselving@pfnllc.net	✓	✓
Patricia Coates	Oakland County	coates@oakgov.com	✓	✓
Jim Hansen	WSI	jhansen@wsi-tech.com	✓	✓
Dave Plumb	Genesee County	djplumb@genesee-county.org	✓	
Dan Medlen	Gratiot	dmedlen@gratiotmi.com	✓	✓
Michael Armitage	Calam		✓	✓
Brook Staley	Allegan		✓	
Whitney Wisner	Allegan		✓	
Katie Coenen	Ottawa	kcoenen@ocoda.org	✓	✓
Jill Jackson	Barry	jacksonj@barry911.org	✓	✓
Angela Elsey	Macomb		✓	✓
Tammy Smith	OCODA	tammysmith@ocoda.org	✓	✓

APCO/NENA Chapter Meeting Sign-In

DATE: September 12, 2022

Meeting Site: VanDyk Mortgage Convention Center Muskegon

NAME	AGENCY	E-MAIL	APCO	NENA
Frick Goldberg	Barry County Central	goldberg@barry111.org		
Kettle Hall	Barry Co 911	hallk@barry911.org	x	x
Angen Ericks	Muscola 911	ericksa@mus911.org	✓	✓
Lance Langdon	IONIA Co 911	llangdon@ioniacounty.org	✓	✓
LIZ BAGAS	macomb		✓	✓
ANDREW RUDIN	MACOMB		✓	✓
Aaron Schulz	Clinton Co	schulza@clintoncounty.org	y	x
Stacey Bower	St Joseph Co 911	bowers@stjosephcountymi.org		x
Regan Lucas	St Joseph Co 911	taylorr@stjosephcountymi.org		x
Corey LeGoreux	Grand Traverse		α	α
April Heinze	NENA	ahainze@nena.org	X	
Jon moored	KCC DA	Jmoored@kcc911.or	/	/
JEN ROBINSON, ENP	CASS COUNTY	JENNYR@CASSCO.ORG		x
Anthony Lorsch	Cass County	Anthony1@cassco.org		
Tim McGee	Van Buren Co	mcgee@vanburencounty.org	X	X
Missy Harris	Ingham Co	mharris@ingham.org	h	h
Marc Picknik	↓		h	x
Craig Payment	↓		x	x
Scott Tendo	INDIGITAL	stendo@INDIGITAL.NET	α	→

APCO/NENA Chapter Meeting Sign-In

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Meeting Site: VanDyk Mortgage Convention Center Muskegon

NAME	AGENCY	E-MAIL	APCO	NENA
Jeff Kelley	MPSES	Kelleyj@michigan.gov	✓	
ZEO Wagem	Dir of EMS services	wagem@ems.org	✓	✓
Dominique Clemente	MI DNR LED	clemente@michigan.gov	✓	✓
TOM SANDS	TPD	tsands@thedigitaldecision.com	✓	✓
BRUCE GAUKEL	INGHAM Co 911	bgaukel@ingham.org	✓	✓