



Meeting Minutes of the Michigan Chapter of NENA
March 24th, 2022 – 10 a.m.
Barry County Central Dispatch

Meeting called to order at 10:05.

Welcome – NENA President Lehman welcomed everyone in attendance.

Installation of 2022-2023 Michigan NENA Board – Conducted by North Central Region Director Leah Hornacek

Pledge of Allegiance

Agenda – Motion to approve the agenda made by Rapacz, supported by Collom. Change made to reflect Caitlin Sampsell as Secretary of NENA.

Introductions – *Membership introductions conducted. See end of minutes for full attendee list.*

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
P Marc Gramlich, Immediate Past President
P Jim Hansen, Commercial Representative

Michigan APCO Board

P Chris Collom, President
P Kim Grafton, 1st Vice President
P Dave Rapacz, 2nd Vice President
P Kelley Cunningham, Sgt-at-Arms
A Michelle James, Secretary
P Phyllis Fuller, Treasurer
P Sandy Nielsen, Immediate Past President
P Kim Ostin, Executive Council

(P= Present, A= Absent)

NENA President Lehman expressed thanks to Jim Hansen and Word Systems for sponsoring refreshments.

APCO Member Report – (Dave Rapacz) In December there were 517 members; through February APCO is up to 530 members.

APCO Minutes – (Chris Collom reporting) Amendment to the minutes: Present members listed Tim McGee, corrected to Tim McKee. Motion to approve made by Ludwig, supported by Lehman.

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

APCO Treasurer's Report – (Phyllis Fuller) Report January 1 through end of February. \$22,009.59 in checking; \$84,811.43 in the investment account; total funds of \$106,821.02. The Checking account is growing rapidly as conference registration payments are accepted; those funds will be expended out to pay for the conference.

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

NENA Treasurer's Report – (Tim Jones) Treasurer's Report for the months of January and February ending balance of checking account \$6,437.23; savings account \$30,036.64; total of \$36,473.87.

Motion to approve NENA Treasurer's Report made by Rapacz, supported by Cunningham.

APCO President's Report – (Chris Collom) Last meeting it was approved to move forward with the new webpage. APCO has been meeting with the vendor and hopes to present it May or early summer.

NENA President's Report – (Stephanie Lehman) Michigan NENA is also working on updating our webpage with the skills of webmaster Eric Mulvaine. If anyone wants to see something, please let us know.

Invoice for dues were due at the end of the year. Please update your agency rosters with National. The Michigan Chapter receives an annual rebate from National from the dues. If you don't see the emails, let President Lehman know. She receives a number of kickbacks from emails. If google is blocked, you'll need to whitelist the email address minenaemailblast@gmail.com. When paying your renewal, National does not automatically update the contacts.

COMMITTEE REPORTS

CJIC – (Jeremy Ludwig) Last meeting was very short and nothing to report.

Training/Membership Activities – (Caitlin Sampsell) The joint NENA/APCO Fall training will be November 1st and 2nd on disability awareness, presented by Niagara University. It will be the same 8 hour training for all communications staff repeated on both days.

NENA Professional Development – (Kelley Cunningham) APCO Young Professionals committee for those under the age of 35. You can also nominate others in that age group and if chosen their story will be highlighted on the website and newsletter. If you want to sign up for a committee for APCO, the deadline is April 1st- see the website for details.

(Stephanie Lehman) CMCP course only comes to Michigan every 3-5 years and was held in Allegan County last year. ENP: Currently in the middle of spring exam period. The next session application deadline is June 10th for exam dates July 19th-23rd. Michigan chapter does offer 2 scholarships annually. Mission Critical Partners (MCP) and Tracy Eldridge with First on Scene off study groups. If you're interested in sitting for the exam, contact Lehman and she can get you in touch with Louisa Lake from

MCP for their study group; sessions are recorded and archived if you're not available to attend live. Congratulations to 3 new ENPs: Stacey Bower (St. Joe County), Eric Mulvaine (Barry County), and Dave Rapacz (Mobile Medical Response). Michigan currently has 52 ENPs. If you are interested or have questions, contact Stephanie Lehman.

Technical – (Jeff Kelley) Continuing to work with Consumers on adding channels throughout the Lower Peninsula, and Oakland as they go through their process. Clinton County just went live on the system with consoles and radios. Just starting working with Menominee. Upgrades will be happening this summer, so watch for outages and scheduling of console upgrades.

Frequency Coordination – (Chris Collom) For frequency coordination, the Michigan Public Safety Frequency Advisory Committee (MPSFAC) met on March 20th and reviewed and approved several frequency applications. The revision of the 700 MHz plan for which concurrence was received from all adjacent regions is still at the FCC for review. The Committee plans to begin review of the 800 MHz plan to determine if it needs to be updated. The next meeting is scheduled for May 12th at 10:00 am in St. John. If submitting an application for review, it needs to be submitted by April 28th.

FirstNet – (Chris Collom) February 22nd of this year was the 10 year anniversary of the FirstNet authority. Plans to have the Michigan FirstNet representative contact information shared on the APCO webpage.

NENA/APCO Joint Conference – (Chris Collom & Tammy Smith) The 2022 Conference will be held May 16th-19th at the Kalamazoo Radisson. The \$135/night room block is valid until April 24th. Book now because there were challenges last year with people not being able to get rooms at an affordable rate after the room block expired.

Speakers: Opening Monday with Iron Jen; Tuesday- Joe Serio; Wednesday Chief Picciotto (highest ranking fire member who was in the Twin Towers when they collapsed); Matt Grogan with the Denise Amber Lee Foundation (was working during the Las Vegas shooting). Joe McCarville was scheduled for closing, but had to back out due to family medical situation. Sam Glenn will be coming back and will do chalk this time. If you are interested in presenting, submit to Lehman as soon as possible; there are still a couple of openings for breakout sessions.

Registration is open- if you think your center can send someone but aren't sure who yet, register someone now and get hotel rooms; names can always be changed later if needed. Conference Committee Chairs to meet April 11th at 1300. Full conference is 23 SNC credits. The SNC number is being submitted for by Lehman. Partial Conference attendance SNC credit hours: Monday-Tuesday is 13; Tuesday-Wednesday is 12; Wednesday-Thursday is 10 (1/2 day Thursday); single days are 6 credits. It has been tough planning due to the quick turnaround from the last conference. If we had canceled for moved, we would have been out \$85,000. Contracts were signed pre-COVID.

Registration does include 2 dinners, 2 nights of drinks, and lunches. There have been increased food costs. Casino night will be back and is a lot of fun. There will be a Motorola sponsored book signing with Chief Picciotto (Last Man Down).

APCO National – (Kim Ostin) March 14th Mel Maier from Oakland County joined APCO as the new Chief Technology Officer.

APCO National Conference is August 7th-10th in Anaheim, California. Monday, April 4th is Flash Day. If planning to volunteer at the conference, do not register before reading the facts. The conference schedule has been announced.

Upcoming free webinars: March 30th- Overcoming GIS Challenges in the NG911 World; April 27th- Resources & Recommendations for Calls Involving Missing Children on the Autism Spectrum; May 4th- A Formula for Public Safety Success. All held at 1 pm and are free for full members.

Committee sign up open through April 1st. There are all kinds of committees. They will notify you by June 30th if selected. Award nominations are open through April 1st. These can come from anybody.

APCO Awards – (Sandra Nielsen) The 2021 Michigan award winners have been submitted to National for national consideration. Anyone can submit further nominations. If interested in being on the Michigan committee, reach out to Kelley Cunningham or Kim Ostin. Nominations for Michigan awards will be opened up soon.

APCO Historical – (Chris Collom) No report.

National NENA – (Leah Hornacek) 911 Goes to Washington had a really good turnout for having changed the date.

Housing and registration is open for National NENA Conference in Louisville, Kentucky. There will be events at the Louisville Slugger Museum and Churchill Downs. The scholarships for the conference are open through the end of March.

Voting for 2nd VP is open through April 15th.

911/988 Workgroup is still open to join. NENA is forming a staffing crisis workgroup which will be announced soon.

NENA Legislative – (Jordan Sellek via Lehman)

Senate Bill 710: This is a companion bill to 708 and 709 regarding the baby box at hospitals and 24/7 fire stations. Members of MCDA met with the bill sponsor to voice their concerns. The biggest concern being once a baby is placed, a 911 call is automatically triggered which is prohibited by the 911 act. Other concerns include required testing twice a day and good standards are expressed for fire, police, EMS, and hospital staff; however, 911 staff is not mentioned. The sponsors were not aware of the concerns raised and there has been no movement on the bill.

988 Update: The workgroup continues to work with MiCAL and MDHHS, which are the agencies contracted to provide 988 services. The plan is to rollout different regions throughout the state; soft launch in July and hard launch in spring of next year. The workgroup is making sure 988 is involving PSAP directors in the rollout in their area. To do a soft launch in July, if 988 cannot answer the call, Vibrant will. It would be a call forward to their 800 number already in place.

The intention is to receive grant money for 988 to be funded as 911 funds will not be available for use. They are waiting for NENA to create national standards for 988. NENA already has a standard for crisis hotlines which needs to be pushed to the call centers.

One of the biggest issues is defining behavioral health. The 988 group wants 911 to transfer behavioral health calls. The federal legislation only discusses the national suicide prevention lifeline, suicide prevention, and those who are in imminent threat of harming themselves. The 988 group need to understand everything that may contain and staff their centers accordingly. There is much to figure out going forward.

MDHHS is being encouraged to submit white papers for conferences, educational days at association meetings, etc. This will allow larger groups to see the plan and be informed outside of the workgroups.

Another issue is how calls will be routed to the PSAPs. There is currently no mechanism in place. In the beginning stages, at a federal level, a workgroup has convened calls with the carriers to discuss the opportunity for the crisis lines to have the ability to contact exigent circumstances within the carriers to receive the tower location.

One in five calls transferred to 988 today go abandoned, with no way for the center to call back. The centers manned by MiCAL are intending to be 24/7.

PA 162 and 163: This creates a fund in Treasury allowing for a grant program to go to locals to partner with a community agency for a crisis responder/responding team. The local units of government need to apply for the grant. When applying, an MOU between the community agencies and law enforcement agencies needs to be submitted as well. The subcommittee is not taking a position on these bills, only watching to see if anyone applies.

Governor's proposed 22/23 budget: Items to point out:

- \$30M in one-time bonuses for law enforcement and first responders.
- \$500M in hero pay for frontline workers (as defined by federal regulations).
- \$10M in local heroes marketing campaign to attract new employees to jobs in teaching, police, fire, and nursing.
- \$20M in additional funding for first responder retention grants, which totals \$50M including the current year funding.

Regarding the question of who is considered a first responder, HB5522 is an appropriations bill, a supplemental package focusing mostly on public safety. In the discussions on the Senate side is most likely where the first responder definition will be developed.

The SNO is researching where the classification for telecommunicators currently resides. They have a call into the Civil Service Commission who creates classifications for jobs in the State of Michigan. An excerpt in the public health code is the only place currently found where a definition of a

telecommunicator is mentioned. The excerpt is specifically related to critical incident stress, and specifically mentions dispatcher and emergency response communication employee.

2025 911 Act rewrite: A running list will be created listing issues, concerns, changes, and anything which should be included in the next rewrite so nothing is forgotten. Forward any ideas to Joni Harvey.

Leah Hornacek added that the Suicide Prevention/Crisis Line Interoperability Standard was approved on March 4th and should be pushed out soon.

NENA Young Hero – (Chris Collom) 2 submissions were reviewed. The selected winner is out of Calhoun County. After this year Samantha Sturgis will take the reins on the committee.

Commercial – (Larry Stidham) Larry is the APCO CCAM (Chapter Commercial Advisory Member) for Michigan and on the APCO CAC (Commercial Advisory Council). They are working on how National can help State CCAMs and working on creating videos to explain what a CCAM does, how they function, how different states use them, and the value to the membership. CCAM breakfast being held at the National Conference in Anaheim. A lot of good things came out of the annual meeting in February in Daytona Beach at the National Office.

(Jim Hansen) If you have connections with vendors that you'd like to see at the conference, send those in. If there are trainings you'd like to see for quick learns, let us know.

State 911 Committee (SNC) – (Stephanie Lehman) State 911 Committee (SNC) last met on March 9th in Lansing (in-person meetings due to Open Meetings Act). 2 new members welcomed: Chief Adam Carroll representing the Michigan Association of Fire Chiefs, and Tim McKee from PFN is the Governor's appointee public member. The SNC has a workgroup jointly working with the Michigan Association of Chiefs of Police (MACP) working on a communications center accreditation process; the SNC workgroup consists of Jeff Troyer, Joni Harvey, Dale Berry, and Stephanie Lehman.

At the last SNC meeting, 1,742 FTEs were approved for training funds full-time employee count. 19 PSAPs didn't apply. 112 FTEs were denied. The 911 Training Subcommittee is chaired by Lt. Dave Aungst and vice-chaired by Lehman. The Subcommittee welcomed Jason Hammond from Jackson County as a new member. Chris Collom, Tammy Smith, and Amy Thomas also sit on the subcommittee.

(Phyllis Fuller) Certification Subcommittee also welcomed 3 new members- Amy Thomas from Montcalm, Corey from Grand Traverse, and Dale Greenleaf, Police Chief of Blissfield. Working with Kent County, Huron County, Mason-Oceana, and Lenawee.

(Michael Armitage) Emerging Technology Subcommittee appointed 2 new members- Eric Mulvaine from Barry County, and Dan Morden from Gratiot County.

State 911 Administrator – (Theresa Hart) This is the 1st year using MiSNAP for the annual reporting forms (SNC 500 & SNC 301). You are encouraged to log in as soon as possible to start working on the forms. There are training videos on MiSNAP to help guide you through the process, but if you need additional help, contact Lyndsay Stephens. There is a hard deadline of May 15th by statute.

Next Generation 911 Grant: The local match for the CPE project is 3%. There were 18 grants awarded to local agencies. All projects have been completed and the final reimbursement request is moving through the process at this time.

The development team is in the final stages of completing the security assessment. A webinar will be provided April 19 and April 26 from 10:00 am -11:30 am. This will be an overview and demonstration of the new NG911 GIS Repository. We plan to provide training sessions virtually April 28, May 12, and May 24.

The performance period will end for the grant on March 31, 2022. At this time those involved will switch gears to begin the closeout process and ensure all grant criteria has been met.

Other Activity: The 2021 audit is expected to begin in the spring. Treasury confirmed they are still using the 2010 census counts. Treasury anticipates census counts to be updated for Q2 2022 distribution. Mr. Joel King is following up with the AG reps for Treasury on our concerns regarding previous payments that have already been distributed with incorrect counts, and to get confirmation the populations will be updated to 2020 Census counts prior to the next distribution. If you have any questions, contact Joni Harvey.

3G Network decommissioning started in February of 2022.

(Cindy Homant) The Michigan Public Safety Broadband Group- Brad Stoddard is now the chair of the committee. Open to PSAPs to attend. Michael Armitage is also on the committee. If interested in the dates, contact Homant.

Text-to-911: Michigan is almost fully deployed, however the FCC does not reflect that. There are 35 PSAPs live that have not reported to the FCC. There are some PSAPs listed as deployed that are no longer PSAPs, and some Directors that are no longer directors. If you know if you're on the list or not, Homant can provide that list and link for the form. There are actually 1 full county and 1 service district that are not deployed, but they are in the works.

Emerging Technology Forum: Call for papers went out and the deadline will probably be extended. This is the 1st year a call for papers has been used. Due date is April 8th. Forum is in September. Planning to open registration in June. Vendor registration is open. Still looking for vendors and sponsors; direct them to the website.

MCDA – (Michael Armitage) Upcoming training for directors and managers. Registration closes March 25th. The training will be held April 6th & 7th in Ann Arbor at the Kensington Hotel. Right now there are 77 registered, which is more than anticipated. The next training will be in Dearborn, August 4th, and then again in Macomb on December 1st. Trainings are independent of each other; don't need to attend prior ones to attend. You do not need to be MCDA members to attend.

Nominating Committees – (Sandra Nielsen) APCO submitted a requested policy change for those that can run for the board. This will be discussed under new business.

APCO/NENA Old Business – (Stephanie Lehman) No report for joint business.

APCO/NENA New Business – (Stephanie Lehman) No report for joint business; it was all covered under joint conference above.

APCO Old Business – (Phyllis Fuller- Tim Jones) Tori Rose, Tim Jones, and Phyllis Fuller met (Michael Armitage ended up being unavailable). Fuller’s record keeping was meticulous and outstanding. No fault found.

APCO New Business – (Chris Collom) Sandra Nielsen made a recommendation to review the requirements to be on the executive board. In accordance with Article 1 in the bylaws (the Board can make minor changes to the bylaws without going to the full membership), the Board reviewed the recommendations. The changes loosened the requirements to be on the Board. The requirements used to include a points system. 1.1.5 & 1.1.6 remain the same. Motion by Ludwig to adopt the recommendations with correction of a typo in 1.1.6, supported by Fuller. Motion carries, no opposition.

NENA Old Business – (Stephanie Lehman) No report.

NENA New Business – (Stephanie Lehman & Tim Jones) Review of the 2022 Proposed Budget. Lehman noted that MI NENA does not run on the calendar year, but follows the installation of the board (March-February). Projected main revenue source is the State conference. We took a bad hit last year with the losses on the conference, with over \$6,000 coming out of the budget. The Michigan Chapter is receiving \$3,800 from NENA national dues. There will not be a joint spring training, but hoping to conduct a joint fall training to generate revenue. Estimated revenue is about \$9,000 in income. The projected budget leaves a deficit, with expenditures around \$12,000, requiring dipping into the savings account (sitting at about \$30,000).

Phyllis Fuller expressed that something needs to give to get the budget to neutral. Suggested increasing the projected revenue for the conference. No freebies are being given out- this year everyone is paying for their booths. Fuller thinks there will be more revenue from the conference than projected in the budget. Recommended change of line 101.2 to \$5,000. Supplies and food for meetings could be cut in half due to cost sharing with APCO. Suggestion to lower the gifts line items- other no/low cost options until we get more upright.

Discussion by membership ensued regarding lost conference costs and line items.

Tammy Smith highlighted that with the joint conference and fall training (sources of revenue), we will know in the coming months more accurate ideas of revenues and then adjust spending as needed. Adjustments are being made to the spending on the conference on drink and food.

Motion made by Nielsen to approve with amendments to 101.2 (\$5,000) and 301.2 (\$500), supported by Rapacz. Discussion regarding 207 Gifts. Nielsen did not amend motion.

Marc Gramlich voiced appreciation for the work that Treasurer Jones put in to preparing the budget.

Open Comment – Sandra Nielsen is retiring in 7 days after 32 years. She expressed appreciation for everyone’s support through the years.

Cindy Homant: The last rewrite of the 911 Public Act in 2018 amended it to be able to follow up on the collection of surcharge. The State 911 Office has gotten a policy and procedure in place for the process; it was approved through the SNC 2 weeks ago. So, if you are aware of a supplier or retailer that is not paying, contact Homant. Lance Langdon (Ionia) commented that the biggest problem is that you don't know which vendors have customers with service. He sent an email to all providers but not all responded. Homant added that they have to fill out their SNC 200 form which has their contact, which type of service they provide, and if they do business in Michigan. These are not all being returned either. Some are saying they do business in Michigan but they are not paying.

Motion to adjourn by Rapacz, supported by Cunningham. Meeting adjourned at 11:54.

Respectfully submitted,

A handwritten signature in black ink that reads "Caitlin Sampsell". The signature is written in a cursive, flowing style.

Caitlin Sampsell, ENP
Secretary, Michigan Chapter of NENA

***The next meeting will be
APCO/NENA joint meeting
May 16th-19th, 2022 – Time TBD
During the Joint NENA/APCO Conference, Kalamazoo***

Attendance

APCO/NENA Chapter Meeting Sign-In

DATE: March 24, 2022

Meeting Site: Barry County Central Dispatch

| NAME | AGENCY | E-MAIL | APCO | NENA |
|------------------|--------------|--------|------|------|
| Stephanie Lehman | Barry 10911 | | X | X |
| Christine Calom | Clarks | | | |
| Cindy Homant | State 911 | | X | X |
| Stacie Hansel | State 911 | | X | X |
| Theresa Hart | State 911 | | X | X |
| Jim HANSEN | Word Systems | | X | X |
| Kathin Hall | Barry 10911 | | X | X |
| Terry Smith | OCCDA | | X | X |
| Katie Coenen | OCCDA | | X | X |
| Phyllis Fuller | PFN | | X | X |
| Samantha Sturgis | Fenton | | X | X |
| Torie Rose | KCCDA | | X | X |
| David Rapacz | mma | | X | X |
| Katie Decker | Kent Co | | X | |
| Jeff Kelley | MPSES | | X | |
| Eric Cunningham | Barry Co | | X | X |
| Jennifer Nielsen | Tuscola | | X | X |
| Kim Austin | Retired | | X | X |
| Jeremy Ludwig | ACCD | | X | X |

APCO/NENA Chapter Meeting Sign-In

DATE: March 24, 2022

Meeting Site: Barry County Central Dispatch

| NAME | AGENCY | E-MAIL | APCO | NENA |
|--------------------------|----------------------|--------|--------------|--------------|
| ERIC HENDERSON | Kent Co | | X | |
| Janice Robinson | Kent Co | | X | X |
| Simon Bermped | Marion Co | | X | X |
| Amy Thomas | Montcalm | | X | X |
| Miss Hartman | Montcalm | | X | X |
| JENNIFER FLICK | Berrien Co | | X | X |
| Marc Granich | Ontario | | X | X |
| Leah Hornacek | NENA/Hexagon | | X | X |
| Caitlin Sampson | Berrien Co | | X | X |
| Lacey Stitham | Indig. Int | | X | X |
| Laura Landow | Forist | | Y | Y |
| Kat Reynolds | 911 Dispatch Academy | | X | X |
| Scott Reynolds | 911 Dispatch Academy | | - | - |
| Whitney Wisner | Allegan County | | X | X |
| Michael Armitage | Calam County | | X | X |
| Krista | Retired | | X | X |
| JEN ROBINSON, ENP | CASS COUNTY | | | X |
| | | | | |
| | | | | |