



**Meeting Minutes of the APCO/NENA Meeting  
Wednesday, April 19, 2023  
3:45 p.m.  
Radisson Plaza Hotel, Kalamazoo**

**Meeting called to order** at 3:45 p.m. in Kalamazoo by NENA President Lehman.

**In Attendance:** 2023 Michigan Public Safety Telecommunications Conference Attendees, Kat Reynolds, MPSCS members.

**Pledge of Allegiance**

**Installation of Michigan NENA Executive Board**

**Approval of Agenda** - Motion to approve the agenda made by Tim Jones, supported by Kelley Cunningham. Discussion: Dave Rapacz pointed out that the APCO Treasurer's Report would be presented by 2<sup>nd</sup> Vice President, Dave Plumb. APCO President stated it would be changed to Phyllis Fuller presenting the APCO Treasurer's Report. Motion to approve the agenda as amended made by Dave Rapacz, supported by Phyllis Fuller. Agenda approved as amended.

**Board Members Roll Call:**

**Michigan APCO Board**

P Chris Collom, President  
P Dave Rapacz, 1<sup>st</sup> Vice President  
P Dave Plumb, 2<sup>nd</sup> Vice President  
P Michelle James, Secretary  
P Kelley Cunningham, Sgt-at-Arms  
P Kim Ostin, Executive Council  
P Phyllis Fuller, Treasurer  
P Larry Stidham, Commercial Representative  
A Sandra Nielsen, Immediate Past President

**Michigan NENA Board**

P Stephanie Lehman, President  
P Tammy Smith, 1<sup>st</sup> Vice President  
P Samantha Sturgis, 2<sup>nd</sup> Vice President  
P Tim Jones, Treasurer  
P Caitlin Sampsell, Secretary  
P Jim Hansen, Commercial Representative  
A Marc Gramlich, Immediate Past President

(P= Present, A= Absent with Notice)

**APCO New Member Report** - Dave Rapacz reported from January to April we have 93 new members with a total of 656 members.

**APCO Minutes** – Michelle James reported the January 2023 chapter minutes were posted on the website and in an email blast. A motion to accept the January 2023 minutes made by Dave Plumb and seconded by Kelley Cunningham. Motion carried.

**APCO Treasurer's Report** was presented by Phyllis Fuller as follows:

Checking Account Income:	\$92,289.91
Expenses	\$20,832.77
Checking Account Balance as of 3/31/2023	\$104,413.23
Schwab Account Balance as of 3/31/2023	\$82,032.66
Total Balance	\$186,445.89

Motion to accept the report made by Dave Rapacz and seconded by Tim Jones. Motion carried.

**APCO President Report** - Chris Collom reported we have 17 sub committees that represent different tasks and events for 911 in Michigan and Federally. President Collom specially thanked all 17 chairs. They do a lot of work; they are the experts in their area. We rely heavily on them to bring that information to these meetings so members have that information to take back with you. Get involved, this is your opportunity. If you haven't gotten involved and you want to, contact a committee chair.

**CJIC Update** – Lisa Hall reported Senate Bill 83 is an Extreme Risk Protection Order Act. There is a new order coming out that is similar to a Personal Protective Order (PPO). This prohibits the right to possess firearms or ammunition and also can order the seizure and surrender of firearms. There is no information yet of rather this is going to be a new form in LEIN or rather they are going to add a new code in the PPO Order entry. I have heard that it is headed to the Governor's office for signature so this is coming. The Bipartisan Safer Communities Act, which is the NCIC notifications that we are getting through LEIN for Law Enforcement Agencies to do the 3-day background checks on anyone under the age of 21 that is looking a weapons permit. These can now be emailed to Law Enforcement so that the burden isn't on the dispatch center to get that to the Law Enforcement agencies and make sure they get it within enough time to answer in that 3-days. If your Law Enforcement agencies have not done that yet, please push them that way so that can get out of the responsibility of your dispatch centers. Lisa has an email that she can send to anyone that would like it so their Law Enforcement can go and sign up to get the notifications. The Secretary of State did make sure to remind everyone that the Mag Strip is being removed from the driver's license. So, if you have readers that require Mag Strip, you are either going to have to update to 2D Bar Code capability or manually enter those queries. There is no further movement on the Fire Department / Law Enforcement radio issue. If you want a little further on that, reach out to Lisa but at this point, the LEIN rules stand as the LEIN rules. You either have to have a separate LEIN talkgroup to put that information over or remove it from the radios you currently have.

**Training/Membership Activities** – Dave Rapacz reported that the committee if focused on bringing training in throughout the year. We meet, we look for ideas from all of you as to what you want to hear. We are charged with bringing in Fall Training the last couple of years. We will be holding a Fall Training again this year. This year's Fall Training will be November 7<sup>th</sup> and 8<sup>th</sup> at Oakland Community College at the Auburn Hills Campus. We have Mr. Tony Harrison from Public Safety Group scheduled to do a 2-day training. One day will be a Customer Service 911 and the second day will be his Lead, Follow or Get Out of The Way session. It will be open to everyone. The cost will be \$250 a person. We will send out the information in a blast in the next couple of weeks. You can go to 1-day or 2-days. If anyone is interested in joining the committee, we meet every month or so. If you have any ideas for speakers that you have heard or trainings you have gone to, please let us know.

**Professional Development** – Samantha Sturgis reported that there is 1 new ENP since the last meeting, Libby Holland from Eaton County. The ENP Certification is available through NENA. It is a test and there is an application to test. They require so many years of experience and you get points based on years of experience, levels of education and you have to have 10 points by their rating. The summer testing will take place July 8<sup>th</sup> through the 22<sup>nd</sup>. The application deadline is June 9<sup>th</sup>. There are study groups available both by Mission Critical Partners and On Scene First. All that information is on the National NENA website. There is also a Podcast on the National NENA website called Confessions of an ENP and there are several interview type videos with people who have become ENPs. They talk about what it took for them to become an ENP, the benefits of it, how it's helped them in their job. If you want to know more about what the ENP exam is, take a look at that Podcast.

Cindy Fell reported that APCO has the RPL Program (Registered Public-Safety Leader). This program is great for people that you are looking to either promote or have already been promoted. It is a one-year long program which has 6 instructor lead courses. The price for the RPL classes will increase an additional \$100 on July 1<sup>st</sup>. Cindy will be working with Phyllis Fuller and Kim Ostin to develop Policies and Procedures for our Chapter to budget for scholarships for ECOs and professionals who want to become an RPL moving forward.

Both programs, ENP and RPL, do have scholarships available. Check out both APCO and NENA's websites for more information.

**Technical** – Jeff Kelley reported that currently we are working with the Interoperability Board on encryption in the State of Michigan. We are trying to get it cleaned up. There will be a blast coming out shortly from MPSCS to all those on our mailing list. That will include minimum recommended configurations for radios for encryption and it will include all of the different radio manufacturers. We are currently running about 91-days from the time of submission for work orders. If you are interested in doing any encryption in your county, feel free to reach out to Jeff, he will set up a meeting and he will get their encryption specialist involved and walk you through what would be the process, what you would need to look for and come up with plans for your transition over to encryption.

**Frequency Coordination/MPSFAC/700Mz** – Francis D'Huyvetter reported he is a member of MPSFAC which stands for Michigan Public Safety Frequency Allocation Committee. Anytime anyone has a new frequency to come online or wants to get frequencies for their system, we work as a committee to make sure that they are not going to interfere with each other or with surrounding areas such as Canada or other states. The next MPSFAC meeting will be held May 11<sup>th</sup> at Emergent Health Dispatch in Ann Arbor, also known as HVA. Any applications for frequencies need to be in by April 27<sup>th</sup>. If you want to learn more about MPSFAC, you're welcome to come to the meeting.

**Joint Michigan Conference** - Tammy Smith thanked everyone for attending this year's conference and all the committee members and volunteers for all the hours put into planning this year's conference. The next two years' conferences will be held in Muskegon. Next year's conference will be held May 20-23, 2024, at the Delta Marriott Muskegon Convention Center. We hope to see everyone there! If you attend any other training and you think a speaker/trainer was really good, please let us know. We are always looking for new speakers/trainers that relate to our profession. If you would like to be part of the volunteers that help, put this conference on, contact Tammi Smith or Kelley Cunningham.

**APCO National** – Kim Ostin reported that she represents the Northcentral Region for APCO International. We are looking forward to the annual Conference & Expo in Nashville, August 6-9. Registrations are up, several of the hotels are fully booked and the volunteer slots have been filled. The keynote speakers and Block Party entertainment has been announced and the schedule has been posted. The Standards Development Committee and its sub-committees are seeking participants in every category. If you are interested in volunteering to work in the standards development, please fill out an application on the APCO International website. Plans are being developed to host an Occupational Analysis for a new standard on Peer Critical Incident Support Team. Kim will be seeking 9-10 participants when plans are finalized to work on the creation of this important new standard.

**APCO Awards** – Kelley Cunningham reported every year the Michigan Chapter of APCO presents awards to Public Safety Communication Personnel who have demonstrated the highest level of personal and professional conduct and performance in the line of duty. You must be employed by a Public Safety Agency between September 1, 2022, through October 31, 2023. Nominees do not have to be members of APCO. The nomination forms are open on our website. If you would like to join the Michigan APCO Awards Committee, you can contact Kelley. We need help reviewing the submissions and grading them. Our annual meeting and awards dinner is scheduled for October 26, 2023, in Frankenmuth.

**APCO Historical** – Rich Rybicki reported that he is the keeper of the archives of our history both at the State level and the National level. The month of April is the beginning of Police dispatch. It all started in Detroit on April 7, 1928. We are 5 years away from the 100<sup>th</sup> Anniversary of Police radio which started here in Michigan.

**Legislative** – Lisa Hall reported Senate Bill 145 is the creation of The Michigan Public Safety Citizen Communications System Modernization Program and funding to support it. This is a system that would send automated updates, messages, and notifications to victims of crime. If you had a caller, call in a domestic dispute, CAD could send out an automated message to the caller that says your call has been created, an officer has been assigned and then it goes all the way through to the potential for records management systems to send messages to victims to say that your report is done and all the following steps it goes through. Senate Bill 146 requires the use of that system for the existing notifications in the Crime Victims' Rights Act. There has been a little bit of confusion on rather or not this Act required all the functionality listed to be done. LAS recommended to the SNC that they oppose the Legislation as written because of their requirement to use it. It is vendor limiting and there are some questions on rather or not PSAPs would be able to tap into this funding. There are also questions on existing capability for everyone involved; Law Enforcement, Courts, Prosecutors Office, and PSAPs rather or not they could handle this functionality should it come to be. The Michigan Directors Association also formally opposed this Legislation. The Michigan Association of Chief's of Police formally opposed it. The Sheriff's Association is supportive of funding for it but they are opposed to these Bills as written. There was an announcement yesterday that the Lansing State Police Post is doing a pilot program of a system like this, they are using Power Engage. They are sending out messages from their CAD system to let victims know that they have received the call and that a Trooper has been assigned and then within 24 hours they get a text giving them a survey on their services. The initial text also provides them a links to victim forms, resources, and different types of things. They are going to try that for a pilot program. Calhoun County is getting ready to do something similar with a product called Spider. Robert Stahelin reported that Battle Creek has been using Spider for about 4 months now. They may receive a couple calls a night from it. Calhoun County MSP and Sheriff Department are moving towards using Spider. The

other piece is the Emerging Tech Committee did have some concerns on rather or not this, as written violated the 9-1-1 Act. We don't believe it does because this is a CAD push out and not a 9-1-1 CPE push out. With all this being said, Lisa would recommend that APCO and NENA also oppose Bills as written based on the requirement in the Bill, the Vendor limiting, funding, and the need to take into account existing equipment capabilities. ***Tim Jones made a motion to still oppose these Bills as written at this time. APCO President Chris Collom stated we have a motion on the floor for APCO and NENA to also oppose the Senate Bill 145 and Senate Bill 146, supported by Dave Rapacz. No discussion. Motion carries.*** Lisa Hall advised House Bill 4241 is one that we are watching. This amends the school code, School Code Public Act 451. This requires every school to have at least one panic alarm that is directly linked to Law Enforcement. It has to be capable of transmitting a single signal or a message to Law Enforcement. The panic alarm can be manual or virtual, and has to be given to a device or an alternate mechanism. House Bill 4242 provides funding for that for the school districts. So, they will be kind of in the same Senate Bill 145 and Senate Bill 146 House, we have to keep an eye on that one. Lisa also reported about reclassification. All of our groups are working on the reclassification. It is very important that agencies take some time to read through the material and educate yourself on the subject. Especially if you are going to take a position and request Legislative efforts or speak out on it publicly so that we can make sure that we are asking the right questions, and that we are able to provide the right answers. The Michigan Directors Association has a lobbyist and we have had a lot of Legislative reach out from Legislators. They are hearing the cry for making change and they are paying attention to it. All of those reach outs are good, but when they reach back out and ask for more information or what they can do, they are being met with "We're not really sure", so they are reaching out to the lobbyist asking what does all of this mean. We want to be in a better position for that locally so that we are not having that sort of confusion on that part. So, reclassification is a federal movement. We want our Congressional Representatives to help us with that movement. Our State Representatives can put some pressure on our Congressional Representatives to do that. We are calling for change from a Clerical Service to a Protected Service within the federal standards occupational class definitions. There is not a Michigan classification system so we can't really say we are asking for reclassification in Michigan. This is important that we understand the difference there. There are plenty of resources to look at for that. If you need a cheat sheet, highlights, talking points, please feel free to reach out to Lisa, she has those ready to go. On the State level, all of our groups are working with different Legislative folks to take a look in Michigan and see what if anything needs to be changed in order to support the ECOs in the State of Michigan. The LAS (Legislative Action Subcommittee) under the State 9-1-1 Committee has formed a subcommittee to work with some Legislators to see if there is anything in existing law as far as definitions for First Responders or lack of definition for First Responders that excludes ECOs from getting anything that they deserve via recognition, benefits etc. If you have a specific local issue where the definition or lack of a definition for First Responder is in your way of getting a retirement benefit, health insurance or anything, we could use that information so we make sure we take a look at what that piece is that is exactly in the way and that might need to be changed. There really isn't a formal definition of First Responder that we can find. There is a formal definition of Medical First Responder but there is not a definition globally. The definitions within each different Bill or Act or Law, we don't see anything glaringly that excludes major benefits but we are taking a deeper dive into that. The Governor last year did add 9-1-1 to First Responder Recognition Day week which is in October every year. Just last week the Michigan Senate did pass resolution 31 which recognizes National Telecommunicator Week and also recognizes ECOs as First Responders. It is a step in the right direction. We are looking to get a formal

resolution from either the House or the Senate to call on Congressional Representatives to push for reintroducing the 9-1-1 Saves Act which is dealing with that specific reclassification on the Federal side. A couple of things that you can do, make sure you're educated and up to date on the issue. Your agencies an update your job descriptions. If you go to the 911.gov website they have a very good guide for updating your job description and what should be in there that would help with these classifications/reclassifications' efforts. Please check your benefits, your packages, anything that is getting in the way, please send those to any of the Board Members on any of the Committees, NENA, APCO, MCDA, and SNC. We will get it to the right place. Continue to form relationships with your Legislators, get them into your centers. Reach out, make sure they know your name. If you need help with that, there are several of us that would be happy to help you with that. Educate your people. Lisa recommends that NENA and APCO send a letter to Legislators requesting support for the reclassification efforts with the SOC and the FCC. Recently the Chairwoman put out a letter calling on Congress to revisit the 9-1-1 Saves Act. I think that would be a good letter from this group to support that effort. ***NENA President Stephanie Lehman asked Lisa Hall if she wanted to make that motion. Motion made by Lisa Hall, supported by Dave Plumb. The motion was repeated by Lisa. The motion on the floor for APCO and NENA to send a letter to Michigan Legislators requesting support of the reintroduction of the 9-1-1 Saves Act. Joni Harvey asked Lisa if we could add "reintroduce and pass?" Amended motion on the floor for APCO and NENA to send a letter to Michigan Legislators requesting support to reintroduce and pass the 9-1-1 Saves Act. Motion by Lisa Hall, amended by Joni Harvey, supported by Dave Plumb. No other discussion or questions. Motion carries.***

**Young Hero** – Samantha Sturgis thanked everyone that helped her with this year's Young Hero. She had 2 people reach out to her during the conference wanting to join the Young Hero Committee. If you go to the Michigan NENA website, there is a tab for conference information, you can find the 2024 nomination form. The next nomination period has already started. Any calls you had from January 1, 2023, through December 31, 2023.

**Commercial** – Larry Stidham reported that he is the APCO C-CAM (Chapter Commercial Advisory Member). The function of C-CAM is to be a liaison between the Executive Board and our industry partners. If you have any industry partners that you deal with and you would like them to participate in our conference and Chapter, pass their information along to Larry or Jim Hansen and we will reach out and invite them and try to get them engaged. There is a lot of things happening in technology across the centers. Things are moving very fast and it's good to engage these industry partners and to get up to speed. It is the best way to find out and learn about all this new technology that you can apply in your centers.

Jim Hansen reported that he serves on the Michigan NENA Executive Board and also part of the APCO International C-CAM. We do a lot of work around this conference on getting vendors and sponsorships. Please reach out to us. If there is other training or topics that we can help with for other meetings, we do set up learning breaks or lunch and learns. If there are topics you want to learn about and hear, or if there is something that we can bring to industry partners for you, please let us know.

**State 9-1-1 Committee** – Jeff Troyer reported they did pass a resolution which all the PSAPs should have received before National Telecommunicators Week. We do have an existing workgroup that is working outside the State 9-1-1 Committee in regard to the most recent 9-1-1 Network Outages that occurred. We do anticipate that our report will be ready to be presented to the State 9-1-1 Committee at the June meeting.

**State 9-1-1 Administrator** – Joni Harvey and Lyndsay Keith reported:

**MiSNAP:**

The annual report forms will be completed in MiSNAP again this year. The notifications went out at the beginning of February to county coordinators and county clerks to let them know they are now able to login and start the process of completing the SNC 500 and SNC 301 forms. Ms. Keith sent a Microsoft Teams link for May 9 to host an open office hours period to assist with gaining access to the forms and to answer questions about the data collection. The video from the April 13 training is available in the resources section.

**GIS Repository:**

As a reminder, this is the path Michigan will be using to route emergency 911 calls, and it has already begun with location-based routing. Please contact Ms. Harvey, Ms. Keith, or Mr. Holmes with questions about submitting your data or the MOU. We will begin training on the next phase; the data exporter rolls out in the month of May. Once we have the dates and times, we will be sending out a notification. There is a link on the State 911 Committee website for the previously recorded training sessions. [Michigan Statewide NG911 GIS Repository](#). We are also going to be posting some maps to the SNC website showing the status and progress of county participation and data uploading in the repository.

**Other Activity of the State 911 Office:**

- We hope that everyone had a terrific NTW!
- Reminder to all, our Michigan 988 contact is Ms. Amanda Girard, [AGirard@commongroundhelps.org](mailto:AGirard@commongroundhelps.org). She will work with 911 centers to develop a policy/procedure for coordinating with 988. We have been working on some marketing resources to educate the public on when to call 911 vs 988. We are hoping to be able to release that in Jan/Feb. The statewide 988 stakeholder group has started meeting again, and all Michigan 911/988 reps are invited to attend those meetings. The NENA standard draft policy for 988 is currently going through the review and approval process.
- Ms. Harvey and Ms. Homant continue to work with the Treasury on the required pre-paid audit, meeting with them monthly. Treasury is hoping to have a better idea on any funds owed by the end of April. Work will soon begin on the report due to the legislature by June 30. Audits in progress for collection attempts will continue on, if necessary, even after the report is completed.
- The State and Local Cybersecurity Grant Program (SLCGP) stakeholder workgroup has been meeting for the last several months to begin planning for the upcoming federal cybersecurity grant. Ms. Harvey is on several of these groups representing 911.
  - Michigan has been awarded \$4,775,415.00.
  - DTMB is administering the grant and EMHSD are the fiduciaries.

- Four grant cycles, one per year beginning FY22. Each are a three-year performance periods. Total estimated State of Michigan grant allocation (as of FY2022): \$4,775,415 – there is a match required for each year of grant funds allocated.
  - Statewide cybersecurity plan is due by Sept 2023.
  - The SLCGP workgroup is continuing to update information for the public webpage with additional information on the grant, the projects available (once these are determined) and will also include guidance on applying. A link for the webpage is included here: <https://www.michigan.gov/dtmb/services/cybersecurity/cyber-partners/state-and-local-cybersecurity-grant-program>
  - The first project will be in the form of services and will not be actual funds awarded to subgrantees. The Planning Committee is still working on what that first project of services will consist of, how to apply, etc.
- A reminder that your annual data collection forms (301 & 500) are due no later than COB May 15, which is a statutory deadline date and is not flexible. May 15 is the due date for the completed forms with all supporting documentation (where applicable) and signatures. We HIGHLY RECOMMEND you get into MiSNAP now to start working on these and making sure that all approvers are set up properly so you can meet the deadline. If you wait until the last week or so there is no guarantee that Lyndsay can get to everyone who needs help in that short timeframe to work through questions or issues.
  - Reminder there are a lot of great resources on the SNC website including a Health and Mental Wellness tab that has links for many resource options for all levels of 911 and public safety from telecommunicators up through directors.
  - Our very dear Ms. Theresa Hart will be retiring from the State 911 Office, her last day being June 23. We will be having a cake and coffee for her and will send out the details once they are set. We wish her the absolute best in her next chapter and expect her to keep in touch!

**MCDA** – Stephanie Lehman reported MCDA held a virtual meeting last week. Their goal for the remainder of the year is going to be to have all meetings in person but if they need to change to a virtual meeting, they will but a hybrid option is no longer going to be available. If you can't attend, please reach out to any board member for a meeting review. They would be happy to spend time reviewing meeting discussions and actions items. The next meeting is June 2<sup>nd</sup> in Alpena.

**Nominating Committee** – Phyllis Fuller reported that the NENA nominations are completed. All positions ran unopposed and they were sworn in. Phyllis also reported on behalf of Sandra Nielsen, the APCO nominations will open August 1<sup>st</sup>. If you are interested in serving on the APCO Board, start thinking about your letter of interest with all your qualifications.

**APCO/NENA Old Business** – Chris Collom reported that 9-1-1 Goes to Washington was that last week of February. This year APCO sent 3 members; Chris Collom, Phyllis Fuller and Jeremy Ludwig. This year we had 2 asks; re-introduce and pass the 9-1-1 Saves Act reclassification and NG9-1-1 Funding through the spectrum auction. We were represented by 40 different states with these asks. Meeting our representatives and telling them why this was so important. We had a great presence there just from Michigan. Phyllis Fuller reported that it was a good experience and thanked APCO for allowing her to go.



Cindy Fell reported that a lot of the representatives are excited to hear good stories in 9-1-1. They often send out an on-line newsletter and they have local stories in there so if you have something going on at the operational level, a great save or someone is retiring, reach out to your representative and share that story and pictures. Because when we go that puts more of a face and human side to what we are doing. Jeremy Ludwig reported that not only did we meet with lawmakers on the hill, but there were also conferences in the mornings which were extremely beneficial. We had concurrent Congressional Staffers that really educated us on how our government works. The Staffers are really doing the groundwork and those are the people we really wanted to be able to get in with and talk to. We talked to Bill Huizenga, Jack Bergman, John Moolenaar, and Debbie Stabenow office. The common thread of all these meetings was the shock that 9-1-1 Telecommunicators and not considered protected service. Call your lawmakers, make noise, this is the only way this is going to change. They have to keep hearing us. Lisa Hall reported that we have a lot of new people in place and things are going to change. Maintaining those relationships is important. Keeping relationships up is very important as change happens. Kat Reynolds reported there are a lot of new faces and we need to make sure we are reaching out to talk to all these people. It is a great event.

**APCO/NENA New Business** –No report

**APCO Old Business** – No report

**APCO New Business** – No report

Motion to adjourn the meeting made by Tim Jones and seconded by Dave Rapacz. The meeting adjourned at 4:59 p.m.

**The next meeting  
APCO/NENA JOINT MEETING  
Monday, September 18, 2023  
Time: TBD**

**Delta Hotels by Marriott Muskegon Convention Center  
939 3<sup>rd</sup> Street  
Muskegon, MI 49440**