**Meeting Minutes of the APCO/NENA JOINT MEETING**

**Thursday, September 9, 2021**

**10:00 a.m.**

**Kalamazoo County Consolidated Dispatch Authority**

Thank you to Kalamazoo County Consolidated Dispatch Authority and Director Jeff Troyer for hosting the meeting today.

Meeting called to order by NENA President Stephanie Lehman at 10:02 a.m. Pledge of Allegiance was recited.

NENA President Stephanie Lehman entertained a motion to approve the agenda with an amendment to move the NENA treasury report under NENA New Business. *Motion made by Phyllis Fuller and supported by Dave Rapacz to approve the agenda. No discussion, motion carried.*

**Introductions**:

Jennifer Robinson Eric Hutchinson Stephanie Lehman Megan Erickson

Jim Hansen Eric Mulvaine David Rapacz Tammy Smith

Samantha Sturgis Katlin Hall Kim Grafton Kat Reynolds

Scott Reynolds Jennifer Flick Ray Hasil Leah Hornacek

Phyllis Fuller Caitlin Sampsell Jeff Troyer Michael Armitage

Jim Marshall Garrett Parker Paul Frezza Bill Irwin

Rich Rybicki Jeff Kelley Sarah Clark Joni Harvey

Theresa Hart Kelley Cunningham

**New Member Report** - presented by APCO 2nd Vice President Dave Rapacz: We have 78 new members since January with a total of 544 members.

**APCO Minutes** - presented by APCO President Chris Collom for the approval of the July 2021 minutes*. APCO President Chris Collom entertained a motion to approve the minutes as presented. Motion to accept the minutes as presented made by Phyllis Fuller and supported by Kelley Cunningham; no discussion, motion carried.*

**APCO Treasurers Report** - presented by APCO Treasurer Phyllis Fuller: Chapter balances as of August 31, 2021 are as follows: Checking: $66,103.66 and Schwab Account: $87,952.44 with our Total Funds: $154,056.10. *Motion to accept the Treasurers report as presented made by Stephanie Lehman and supported by Jennifer Flick; no discussion, motion carried.*

**APCO President Report** - presented by APCO President Chris Collom; thanked the membership for allowing the Board to attend the National APCO Conference in San Antonio Texas. The speakers were all great and wonderful to hear. Some of the board attended the Commercial Advisory Breakfast meeting which was very informative and great experience. The board was able to attend other meetings with different chapters from across the nation in which they were able to gain information on procedures, recruitment, meetings in which they shared about many committees and ideas to bring back to the membership. We would also like to congratulate Kathryn Schmelzer of SERESA as she was recognized as the APCO, Intl Telecommunicator of the Year 2021 in San Antonio. The board would also like to recognize Kim Ostin who was given the Life member status for all her work and contributions over the years to APCO.

The Executive board met yesterday and worked on prioritizing needs for the chapter and will be bringing new information to the Annual October meeting in Frankenmuth on October 21st, 2021 at 1400 hours followed by the Annual Awards and Dinner sponsored by Motorola. This year Motorola will have one of their Cyber Security experts give a presentation.

**Quick Learn** – presented by Mark Holman of the DTMB on the status of the GIS repository project at the state level.

**APCO COMMITTEE REPORTS**

**CJIC Update** – presented by APCO President Chris Collom; no new items to report on. If you have any questions or issues contact Lisa or Jeremy.

**Training/Membership Activities** - presented by APCO 2nd Vice President Dave Rapacz and NENA Secretary Samantha Sturgis; currently working on spring training for the chapters. There was a discussion on what new topics people would like to see for training. Some ideas that were discussed are disability awareness of callers, Tactical Dispatch, New Age call taking for the 2020’s, and Supervisory coaching classes. Kat Reynolds of the Oakland Dispatch Academy has offered to help with trainings as well in the future.

**Professional Development** - presented by NENA President Stephanie Lehman; ENP; fall testing period will be from October 2nd to 16th. Winter applications are due by December 12th, 2021 with the testing period of January 27th, 2021 through February 5th, 2022. There are 2 Scholarships that are awarded from NENA and after successful completion the member is reimbursed for the cost of the test. We currently have 58 ENPs in the state.

Allegan County will be hosting a CMCP class the week of October 18th through 22nd.

**Technical** - presented by Jeff Kelley; Ingham County has completed the switch over the MPSC 800 Simulcast system. Next is Oakland, Clinton counties to be switched over and completed. Requests for changes to templates and other items will now be done electronically on the site. If you have any issues or need help, contact myself for assistance. The department is currently adding 3 new personnel, a Radio Programmer, Template Designer, and a Technical Support person.

**Frequency Coordination/MPSFAC/700MHz** - presented by APCO President Chris Collom; the next MPSFAC meeting is scheduled for September 23rd. Applications are due two weeks prior. We are still waiting for concurrent from all the adjacent regions on the revisions of the 700 plan. At this point we are unable to submit to the FCC without these documents. The MPSFAC meeting in October is scheduled to be in person. It is scheduled for 10:00am the day of our Annual Meeting in Frankenmuth. If you have any questions or need to submit any applications, you can reach out to Ray, Keith or Pat.

**FirstNet Committee** – no report

**Joint Michigan Conference** -presented by Chris Collom; the conference is fast approaching and the chairs have been in contact with the committee chairs to make sure everything is on track for the conference. If you are on a committee and not heard from your chair person please contact Chris or Tammy. The Radisson has been extremely helpful and working with us to make sure the conference is successful and safe for all those that are attending. The hotel will have disinfecting stations and will be cleaning all the session rooms between sessions for health and safety reason. This year there are several different options on attending the conference at different levels so please see the web page for those options and prices. The conference will start on Sunday October 24th at 12:30pm and ends on Wednesday October 27th at noon.

**APCO National** - presented by APCO President Chris Collom; the conference in San Antonio was a huge success. There was approximately 4200 attendees, normal is around 5000. The 2022 annual conference is going to be held in Anaheim, California. Tech Forum is scheduled for November 2nd – 4th. It will be held virtually. Sign up information and more can be found on the APCO International website. The RPL program is excepting applications for the fall session. If you are interested in participating, look into the scholarships that are offered by APCO International. Often they go unused. The special call for volunteers has been extended. They are looking for people at the national level for the awards committee were you review and score annual nominations. Military employment which is a new committee that will work to align emergency communications centers staffing shortages with unemployed military veterans and their spouses. The Professional Development committee is also looking for volunteers. This committee reviews all the submissions for the conference and they are responsible for the breakout sessions and keynotes. If you are interested, the deadline is September 15th. If you are looking to present, we are looking for people for our spring training.

**APCO Awards** - presented by APCO President Chris Collom; the nominations for this year’s awards are closed and the committee is working on the scoring. The winners of this year will be contacted soon so they can plan for the awards dinner. The award winners from the 2020 year will also be honored at the dinner this year as we had to cancel 2020 due to Covid-19.

**APCO Historical** - presented by Rich Rybicki; asked that we all remember the tragedy of 20 years ago this coming Saturday of 9-11-2001. It has been 20 years since this tragic event and if we can all take a moment to remember the lives lost that day.

**Legislative** - presented by Chris Collom; for the 9-1-1 Fee Diversion, the FCC public meeting to discuss the final recommendations annual report is Friday, September 17th at 10:00am. It is a remote meeting and is open to the public. Although comments and questions from the public can only be submitted via a special web link. This is the second public meeting and except for some wordsmithing and polishing, the recommendations are basically the same as they were at the first meeting. This is already public information. Radios, including infrastructure and subscriber units are recommended as allowable expenditure which is great news. However, sanctions for diverting fees are recommended to be subject to criminal penalties starting with an escalating series of monetary fines up through the revocation of public safety radio licenses. Many of us fought hard against the loss of radio licenses as a criminal penalty as it punishes the public safety responders and the general public who are certainly not responsible for fee diversion. However that recommendation remains in the report. This report will be submitted to Congress at the end of September. Whether Congress will accept any or all of the report still remains to be seen.

**NENA Young Hero** - presented by Chris Collom; the 2021 Young Hero is out of Ottawa County this year. We will be doing our hero luncheon. We are changing the luncheon to a buffet style, a more kid friendly meal.

**APCO Commercial** - presented by Jim Hansen; if anyone has quick learn ideas they would like to see from the vendor side please reach out to him with those and he will work to get them accomplished. There are still vendors coming in for the conference. Indiana has cancelled their APCO/NENA conference this year. I have reached out the both organizations with our information for any agencies that can still send people to training.

**State 9-1-1 Committee** -presented by Theresa Hart; The State 911 Committee approved the updated bylaws at their meeting on the 8th and they will be posted on the website soon.

As a reminder, the Emerging Technology Forum will be held Sept. 27-29 at Great Wolf Lodge in Traverse City. There are approximately 150 attendees registered at this time.

**Certification Subcommittee Update:**

* The compliance reviews conducted for the Conference of Western Wayne and Midland County were accepted and approved by the SNC at their Sept. 8th meeting.
* The counties of Montmorency, Newaygo, Arenac, Kent, and Muskegon are all currently in the compliance review process.
* Iron and Huron Counties were recently randomly selected for review.
* The annual report documentation process was recently integrated into MiSNAP.
* Four new members were selected to serve on the subcommittee: Ms. Jessica Young (Genesee County), Ms. Tori Rose (Kalamazoo County), Mr. Chad Chewning (Livingston County), and Mr. Jim Miller (PFN)

**The 911 Training Subcommittee met on August 18, 2021, and discussed the following items:**

**Approved Instructor Qualifications** - At a previous subcommittee meeting, a discussion was held to have the training course review team create criteria for minimum instructor qualifications. The review team developed parameters and their proposed criteria was discussed and approved. The list is only a guideline, giving instructors basic criteria as to what the review team is looking for.

**Introduction of Subcommittee Members** - Two new members joined the subcommittee since the last meeting: Ms. Stephanie Lehman, Director at Barry County Central Dispatch, and Ms. Marlana Terrian, Director at Clare County Central Dispatch. Mr. Edward Nettle, PSAP Coordinator from Missaukee County Sheriff’s Office joined and resigned after the first meeting due to a career change.

**In-person and Online Training Course Policy Updates**

The policies for in person and online training courses have not been updated since the deploy of the Michigan State 911 Administration Portal (MiSNAP). The subcommittee discussed the document changes and determined they needed more time to review the information and compare it to what had been developed in the past.

**2019 Spend Down of Training Funds**

Ms. Hart received inquiries from several PSAPs regarding an extension to spend down their 2019 funds. In addition, some members voiced concerns as well of not being able to spend down their training funds.

Getting the extension of the original spend down date was not an easy process, so everyone was reminded if an agency cannot spend down their funds, they may return 2018 and 2019 training funds to qualify for 2022 funds. If returning funds causes an issue with an agency’s board, a letter could be drafted from the State 911 Committee stating training was not available for over a year, and returning funds is a special circumstance.

**Approval of Second Distribution of 2021 Training Funds**

The SNC approved the second distribution of 2021 training funds (no changes) with an FTE count of 1,930.

**Next Meeting** – The next meeting of the 911 Training Subcommittee will be held on November 17, 2021, at 10a.m. The meeting will be hosted by Lt. David Aungst at the Lenawee County Sheriff’s Office in Adrian.

**State 9-1-1 Administrator** - presented by Joni Harvey;

**Automation Project:** Phase 3 was completed as of July 20, 2021, and MiSNAP is fully deployed. We will not be able to fully test the reporting portion until next year when each PSAP and county has to submit their annual reports, but we have worked with some PSAP directors to test it and it worked as designed. Our office has compiled a list of improvements or enhancements which were identified during the past year and will be meeting with the vendor to obtain implementation costs and prioritize accordingly when possible. Just a reminder this was a custom build for our office and state, nothing like this exists anywhere in the country. It’s important we get feedback and ideas on how to improve or enhance this from the user end so do not hesitate to reach out to us with your input.

**Text-to-911:** Currently 77 counties and one Wayne County Service District have deployed Text-to-911 coverage in Michigan:

Population coverage – 76.46%

Land coverage – 94.52%

The figures are based on the land area of the county accepting Text-to-911 and do not reflect carrier coverage. There are some counties who are beginning a soft launch, but we will not add those into these numbers until they are fully live in their communities.

**Other Activity of the State 911 Office (SNO)**

* The 911 workgroup that was established to discuss a potential best practice recommendation draft has tabled our efforts at this time. There are too many variables in 988 including funding, technology capabilities for transferring information, backup plans, etc., for us to feel comfortable and confident in drafting up any kind of language for a suggested guidance or coordination plan. Once we have more information on how 988 will be implemented and maintained in Michigan, the 911 workgroup has all agreed to come back together and resume working on this project.

**Additional background regarding crisis lines and 988 in Michigan:** There are currently at least 50 crisis lines in Michigan, offering a variety of available services and hours of operations (46 of the crisis lines are operated by Community Mental Health Services Programs).   One of these crisis lines is the Michigan Crisis and Access Line (MiCAL) which was codified into Michigan law in 2020, and was chosen as the method for servicing initial 988 calls received in Michigan; MiCAL went live in two pilot regions in April of 2021, but will become a statewide support system.

Prior to MiCAL, the State of Michigan did not have a formal role in servicing the National Suicide Prevention Line (NSPL) - better known as the National Suicide Hotline. There are six regional crisis lines that have been serving as coverage for NSPL for much of the state, but this has been done independently of the State of Michigan, have been self-sustaining, and again offer somewhat different services and hours of availability. Some of these crisis lines partnered with MDHHS to temporarily expand NSPL coverage in Michigan through a grant, until MiCAL could provide statewide coverage.

The goal is to provide statewide NSPL coverage with 24/7 resources, including suicide prevention education, lifesaving response, and continuum of care for those in need of services through a centralized crisis line, mobile crisis response, and crisis stabilization units. The 988 Coalition will have its last official meeting in September where we hope to gain more insight on technology capabilities, call processing procedures including back up plans for unanswered calls, and funding measures. The MDHHS planning team is working on a method to keep the 988 Coalition members and stakeholders updated after the September meeting. 911 in particular will be contacted in the coming months for further collaboration to hopefully be completed by July 2022.

Michigan 988 initial rollout is scheduled for July 2022, with follow up and additional bench-mark items scheduled post-launch.

* We are now in the final stages of our 2018-2019 audit with the Auditor General and expect to have this completed by the end of October.
* In reference to the decommissioning of 3G service lines, Mr. Steve Berenbaum worked to gather some information on the process and timelines for the decommissioning, which I emailed to the SNC and PSAPs. Mr. Berenbaum will keep me informed of updates so I can send those out if/when they become available. We encourage the public safety agencies and phone carriers to continue educating their communities on the upcoming decommissioning of 3G services, and to contact their carriers for more information. Gratiot County and Oakland County have both made great strides in this effort and are valuable resources for centers needing some assistance in their outreach efforts.

**MCDA -** presented by Michael Armitage; next meeting will be in person in Roscommon and nominations will be open for elections. The 9-1-1 enabling Act sunset is set for end of 2021. There are a couple of plans being worked on to keep the funds past this date. If you would like more please see Mike Armitage for further details. House bill 5026 is to extend the funds that are set to expire in 2021, again see Michael for further questions on this issue.

**Nominating Committee** - presented by APCO President Chris Collom; all current board members submitted their letters seeking reelection and no other nominations were received, therefore there will be no election. The officers will be sworn in at the annual meeting in October. If you have any questions, please feel free to reach out the Sandy Nielsen.

**APCO/NENA Old Business** – Covered in committee reports.

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**APCO Old Business** – No old business

**APCO New Business** – If you have any questions on your volunteer opportunities or the annual dinner please let Chris know.

**Motion to adjourn** – *consensus was to adjourn the meeting.*

Respectfully submitted,

Michelle James

Secretary, Michigan Chapter of APCO

**The next meeting will be**

**APCO/NENA JOINT MEETING**

**Thursday, December 2, 2021**

**10:00 a.m.**

**Location to be determined**