



**Meeting Minutes of the APCO/NENA JOINT MEETING**  
**Thursday, January 14, 2021**  
**10:00 a.m.**  
**Virtual Meeting**

Meeting called to order by APCO President Chris Collom at 10:05 a.m. Pledge of Allegiance video was played.

APCO President Chris Collom entertained a motion to above the agenda. *Motion made by Sandra Nielsen to approve the agenda with a amendment to change introductions to roll call of board members from APCO/NENA and supported by Jeff Troyer; motion carried.*

**Introductions** were done via Survey Monkey, those in attendance include:

Caitlin Sampsell	Patricia Coats	Clametta Butler	Whitney Wisner
Corinne Perdue	Lyndsay Stephens	Jack Boden	Cynthia Fell
Samantha Sturgis	Kimberly Grafton	Andrew Primeaux	Mike Gank
Corey Noble	Joni Harvey	Bob Currier	Dominique Clemente
Tim Jones	April Heinze	Cindy Homant	Randy Miller
Troy Cordle	Theresa Hart	Donna Kuti	Kim Ostin
Marc Gramlich	Eric Mulvaine	Leah Hornacek	Torie Rose
Spring Tremaine	Tracy Peter	Tammy Smith	Dennis Brandenburg
David Rapacz	Jeff Troyer	Meg Fouss	Leane Lowe
Megan Erickson	Stephanie Lehman	Tim McGee	Michael Armitage
Katlin Kellogg	Sandra Nielsen	Jamie Leyerle	Richard Feole
Dan Morden	Kelley Cunningham	Chris Collom	

**Board Members Roll Call** was conducted by NENA President Stephanie Lehman and APCO President Chris Collom, quorum was meant for both boards.

**New Member Report** presented by APCO President Chris Collom: no report.

**APCO Minutes** presented by APCO President Chris Collom for the approval of the December 2020 minutes. *Motion to accept the minutes as presented made by Tammy Smith and supported by Dave Rapacz; motion carried.*

**APCO Treasurers Report** presented by APCO Treasurer, Phyllis Fuller: Chapter balances as of December 31, 2020 are as follows: Checking: \$33,986.27 and Schwab Account: \$83,596.43 with our Total Funds: \$117,582.70. If anyone is interested in seeing our checking account and/or Schwab statements, please let me know. Phyllis does not feel comfortable sending those out in

bulk. *Motion to accept the Treasurers report as presented made by Tim Jones and supported by Stephanie Lehman, motion carries.*

**APCO President Report** presented by APCO President Chris Collom; reminder APCO dues are due January 1<sup>st</sup> for your 2021 memberships. Please go in and check your information. Look at your group memberships; make sure they are still current. Make sure your emails are correct. I get several bounce backs. If you've noticed, you are receiving most of my emails from my work email. I am receiving a lot less bounce backs since I stopped using the Gmail account. Please encourage your employees to watch for these emails and use our website and the National website.

**Virtual Academy Presentation** presented by Kelly Sanders-Kelley and Clametta Butler; provides training for the Public Safety Industry. Offer 40 hours of specific online telecommunication training courses and an additional 250 hours of Public Safety courses. They also offer Course builder with the ability to create your own courses, Record Management, Policy & Procedure Management and a 24/7 tech support line. They have a National agreement to offer a discount for our membership.

National Director: Kelly Sanders-Kelley  
Regional MI Director: Clametta Butler

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### **APCO COMMITTEE REPORTS**

**CJIC Update** – No report. Next meeting is scheduled for January 22, 2021.

**Training/Membership Activities** presented by APCO Kim Ostin and NENA Leah Hornacek. A survey for Spring Training in April was done for in person vs. virtual training. The results were overwhelming and we have decided to go virtual for the training. April 13-14, 2021 with the Denise Amber Lee Foundation. The two courses are going to be "Human Trafficking Preparedness for 9-1-1 Professional" and "A Helping Hand: Peer Support in Your Communication Center. Information will be coming out in the near future. If you go to the Denise Amber Lee Foundation Facebook page, there is a 3 day conference, "Be the Difference" scheduled for February 9<sup>th</sup>-11<sup>th</sup>. You can register off their link, it is a free training. You do not have to be present at that time to view the sessions. You can view them at a later time. The committee will be meeting after this call to discuss other virtual trainings within the state during the year and see how we are going to progress. We want to host a few more APCO/NENA joint trainings this year. There will also be another "Dare to be Great" virtual conference coming soon, possibly in June. More information on that to come.

**Professional Development** – presented by NENA President Stephanie Lehman. If anyone has their RPL or are in the process of earning their RPL and would like to be part of this committee with me, please get with the APCO board or get with me. We are currently in the winter 2021 exam period for the ENP testing. The exam dates are January 23<sup>rd</sup> through February 6<sup>th</sup>. The

application deadline was December 11, 2020. The next exam period is the spring of 2021. The application deadline is March 5, 2021. The Mission Critical Partner study group with Louisa Lake starts on January 25, 2021. Those meetings are scheduled on Mondays at 3pm Eastern Standard Time. If you cannot attend the sessions, you can sign up and get the information. We currently have 58 ENPs for the state of Michigan. We do have several about to drop off due to retiring or leaving the industry, there are a couple that do not qualify for retirement status. If you are interested in getting signed up for the study group or have any questions about the exam or testing, please let me know. For the year of 2020, we did have one ENP scholarship application and we are currently processing through that. The Michigan NENA Chapter does offer 2 ENP scholarships annually. You do have to sit for the exam first and provide proof of successful completion. If you have anyone that is interested in that, please let me know.

**Technical** – No report.

**Frequency Coordination/MPSFAC/700MHz** – presented by Pat Coates. We held a public hearing and we have approved the language that we have discussed the last couple of meetings for the changes to the 700 plans that will allow fixed repeaters on some of the InterOp channels which have been requested by some of the counties. The next step is we need to get concurrence from all the adjacent regions like Ohio, Illinois, Indiana, etc. Our chairperson, Mr. Bradshaw is going to send the revised language off to those regions. Our experience in the past is that could be pretty lengthy because they don't respond very quickly but once we have all the letters of concurrence it will go to the FCC to be finalized. Our next meeting is March 11<sup>th</sup> which will probably be remote. It will be posted on both the APCO and MPSFAC websites.

**FirstNet Committee** – No report.

**Joint Michigan Conference** presented by Tammy Smith and APCO President Chris Collom. We did have to make some adjust due to the uncertainty of COVID so our conference is being pushed to October 24-27, 2021. Our first day is Sunday which will be a half a day with a full day on Monday, Tuesday and Wednesday. We were able to confirm all of our Keynote Speakers. Our Call for Papers will be released on February 1, 2021. Vendor registration will be open the beginning of February. We are holding off on attendee's registration for now until we have a little more certainty. A lot of questions have come up about the safety of the conference in person. We have been working very closely with the hotel. They have adjusted to all the recommendations from the state and CDC regarding COVID precautions and we will continue to do that as well. We are taking this very seriously and we will continue to work with the hotel and make adjustments as needed. Everyone will be fully informed as to what to expect when they arrive. Our goal is to have a conference committee call on January 28, 2021 at 10:30. If you would like to be part of the conference committee, please let us know and we will add you to the committee.

**APCO National** presented by APCO Executive Council Kim Ostin.

There is currently a request for comments on the Crisis Intervention Techniques and Call Handling Procedures for Public Safety Telecommunicators standard. This standard identifies training

requirements for handling calls involving emotionally distressed individuals. The call is open for comments until February 1, 2021.

Nominations are now open for the 2021 APCO [PSAP Awards](#) and [Technology Awards](#). Deadline to submit a nomination is April 1, 2021. There has been a webinar created to assist you in creating a great nomination. The webinar is being offered:

[February 3, 2021; 1:00-2:00 p.m. ET](#) and [March 17, 2021; 1:00-2:00 p.m. ET](#)

You may want to check out the webinar for tips that could help you submit a nominee at the state level.

Last year, the Scholarship Program awarded more than \$98,000 to APCO members to further their public safety communications training. You can now apply for the scholarship funds to APCO Institute courses, including the Registered Public-Safety Leader (RPL) and Certified Public-Safety Executive (CPE) programs. The deadline for [general scholarship](#) applications is **March 31**; The [CPE Scholarship Program](#) applications must be received by **February 15**.

On December 21, 2020, APCO filed comments with the FCC on the feasibility and benefits of providing dispatchable location information with calls to 9-8-8, which is the designated number for the National Suicide Prevention and Mental Health Crisis Hotline. They directed the FCC to investigate the possibility of providing location information with these calls to assist the ECC's when the call results in a transfer for a response. APCO pointed out that having accurate location information could improve the emergency response.

You need to be aware that the FCC recently issued rules requiring voice service providers to reduce unwanted and fraudulent robocalling. As a result, service providers will begin blocking certain types of calls, including calls having unassigned, invalid or non-dialable telephone numbers, or no calling number at all (e.g., showing "unknown" or "private" to the called party).

This is important for APCO's members because, some ECCs use unassigned numbers for 9-1-1 call-backs, for mass outbound notifications and other calls. Although the FCC specified that service providers should not block calls from public safety entities, including ECCs, some accidental blocking is possible.

Service providers must make reasonable efforts to avoid blocking calls from ECCs and must establish a single point of contact to resolve inadvertent blocking. The contact information must be published clearly and conspicuously on the providers' public-facing websites. Service providers must investigate and resolve these blocking disputes in a reasonable amount of time and at no cost, so long as the complaint is made in good faith.

ECCs can take several steps to *reduce* the likelihood that their calls will be blocked.

- If your system is currently configured to insert an invalid or unassigned number as the calling number for outbound calls (whether for 9-1-1 call-backs, transfers of calls between PSAPs, or any other scenarios), start using valid telephone numbers.
- If your system inserts invalid numbers into the calling number field for outbound calls and cannot be reconfigured to avoid doing so, contact your service provider so it can take steps to minimize the risk that the calls are blocked.

- If your system uses caller ID blocking without sending calling number information, it may be necessary to change this practice.
- If your system performs mass outbound notifications from the same telephone number, contact your service provider so it can take steps to minimize the risk that the calls are misidentified as spam calls.

**More information, including tips on how to avoid having calls blocked, is available on the [FCC's call blocking page](#).**

The 19 presentations from the Tech Form, which was held virtually last fall, are now available for you to watch on your time and at your own pace, The cost for this is :

Full/Associate APCO Members: \$25  
Non-members or Online APCO Members: \$200  
Commercial Members: \$300

Plans are moving forward for the Annual Conference & Expo in San Antonio, Texas. It will be held August 15-18<sup>th</sup>. Plans are to hold the Flash Day on April 1<sup>st</sup>. The session break times have been extended to a half hour to allow more time for moving to the next session and for sanitation of the presentation areas. The Schedule at a Glance will be published next month and the Host Committee is putting in a lot of time planning what we hope will be a great event.

Remember to renew your membership, if you have not already done so.

**APCO Awards** – presented by APCO President Chris Collom. Michigan APCO nominations will be open once the forms are updated and posted on the website. An announcement of the opening will go out to our membership. Then National Awards are open and the submission deadline is April 1, 2021. As we always do, we will submit all of our 2020 recipients and the will occur within the next couple of weeks. At this time, please watch for these forms. Please take the opportunity to watch what is going on in your department. You can nominate and submit those entries at anytime. This is a great opportunity to recognize your staff at our Annual Dinner which is scheduled for October 21<sup>st</sup> this year.

**APCO Historical** presented by APCO President Chris Collom. Rich says no new report but he promises to have a report next month.

**Legislative** presented by NENA President Stephanie Lehman. They are currently working on revenue expenditures and balance numbers necessary to know if the network funding needs to be altered. The SNC LAS is dividing into two subcommittee groups to work on the rewrite. A police group and a funding group which will be chaired by Bryce Tracy from Mackinac County. MLTS rules both state and federally are officially in place as of December 31, 2020 and January 6, 2021 respectively. If anyone has any questions, please reach out to Jordyn and if she can't answer it, she will find someone who can. She strongly encourages us to continue inviting our reps and senators into our centers to show them what we do and continue to educate them on

9-1-1. This will be extremely helpful in the next few months and with the rewrite. If possible, it would be great to have them into our centers before May.

**APCO Commercial** – No Report. APCO President Chris Collom did advise that we will be opening up the vendors sponsorships soon so if you are a vendor, please watch for those. Also, if you want to help at the conference, I'm sure they would except some help.

**State 9-1-1 Committee** presented by Rich Feole. Certification committee is busy as always. Lyndsay is working on Ionia, Hillsdale and CCE compliance review drafts. We are not doing on-site visits right now. We have broken them up into two phases, financials first and then when possible do a virtual video call with the PSAP and their financial people. We will do those site visits with the people that need to have those when it is safe to do so. We are working on Midland, Arenac and Western Wayne counties still. In our last SNC meeting Jeff did receive a letter from Michigan Association of Chiefs of Police. They are looking to partner with PSAPs on an accreditation program. Jeff is going to be working with some members of the SNC to look into that. At the last SNC, Washtenaw County compliance review was approved and also the 301 and 500 forms that will be used later this year for the SNC. Minor changes included some wording and we did take out the section 12 that was done for the MPSC last year that will not be on this year's forms. There are some new members to the Emerging Tech Committee; Angela Elsey from Macomb County and Pat Savage from TSSI Consulting. The Legislative Action Subcommittee added three new members; Jeremy Ludwig, Jim Valentine and Josh Mausolf and they are working on the funding.

**State 9-1-1 Administrator** presented by Joni Harvey, Theresa Hart, Lyndsay Stephens and Cindy Homant.

Theresa – The training fund application submission deadline is Friday, January 29, 2021 at 4pm. Please make sure that your chief administrator officer, financial officer and PSAP Director all have requested access to MiSNAP and can review and digitally sign the application. Make sure all training courses for 2020 are populating the 510 for the 2021 application. There were some issues with the migration of some of those courses we have been fixing those as we are made aware of them. If they are missing, please send an email to [snccdispatchertraining@michigan.gov](mailto:snccdispatchertraining@michigan.gov) that way we can work on them. If you notice those missing classes, email the information no later than next week so we have enough time to get everyone's added before you have to submit your training fund application.

Cindy – There has been no change to Text to 9-1-1 since the last meeting. I am in contact with those that are still working to deploy. I'm staying on top of those so I know as soon as they go live and that they are also reporting to the FCC. We are in Phase 3 of the automation project which is the forms submission. Lyndsay is taking the lead on that phase of it. We are in the development so we will keep you posted on that. It is scheduled to go live in July but we are hoping it may be a little bit sooner. We are working with our vendor partner with any glitches. The Emerging Technology Forum is September 27-29, 2021 at Great Wolf Lodge. We have started going back through the sessions that we originally had planned to see if they are still relevant or if there are other sessions that might be more urgent now with going into a new

year and going through the pandemic. We are hoping to get the sessions wrapped up by the first of March. If there is any topic that you would love to see for Emerging Technology, please email it to me.

Lyndsay – The grant project is moving right along. We were able to reduce the local match for the CPE portion for agencies to 3%. We've had several that have completely installed and are up and running on their CPE. The GIS repository, that upgrade is continuing to move along smoothly. In the near future I will be sending out a request to update the user request form so when we migrate to the new system we can clean it up and make sure that we have the current people assigned to the different counties so we can remove those that are no longer using the repository. The RFP portion for the address point gap fill is currently open and will close at Noon on January 25, 2021. The TAC will then look at the vendors that have submitted RFPs and move forward from there.

Joni – You may have been notified by MDHHS about a new crisis line that they are developing, it's called MiCAL (Michigan Crisis and Access Line). This is for people that are having behavioral or disability issues. I have strongly recommended that they look at some of the trainings that dispatch does because it's going to be kind of similar but we also discussed rolling this out in stages throughout the state and how each PSAP handles these calls a little bit differently. Yes there are standards and protocols, however, these operations are governed locally so they really need to work with the local PSAPs to make sure that whatever process they are developing for that area is going to work. Some of those calls are going to be fine for them to handle but some of them will be better suited for a 9-1-1 center. They are supposed to be contacting the Directors of the individual PSAPs. They are supposed to be getting a hold of me as they roll this out throughout the state. I'm giving them the information to the Director or contact for that PSAP so they can discuss this with you and work with you on this and they can make this a success and not something completely separate. I also have a meeting with the Executive Director of MCOLES. They are working on reorganizing and upgrading their behavioral health training for Law Enforcement. He is interested in any trainings that 9-1-1 attends or that are being developed on this topic. What he is really looking for is to have a better coordination of efforts between 9-1-1 operations and Law Enforcement. He really wants to help do something to get everyone on the same page. If you have anything that you know about, please reach out to me. They want to develop some sort of training that is a 1 or 2 day class that they can build on so they can at least get it out there. I'm working with the security direction from the Michigan Court of Appeals. They are looking to increase the security for the federal judges of Michigan. Specifically for 9-1-1 they are looking for different avenues that they can take to help advise the responders that are going to these calls. I recommended that they give us the addresses of the judges and I would give them the PSAPs for the areas the judges' fall in so you can contact the PSAPs direct. I also highly recommended they contact the local Law Enforcement/Fire/EMS agencies in those areas because they may have other means of making sure they get notified of these situations as well. You might hear from someone from the Michigan Court of Appeals. We are still working through the audit process. It sounds like we might have someone else back working with the auditor general so they are hoping to

get something done. We knew it wouldn't be until after the first of the year. I'm by February we should be going some closure on it but it's hard to tell.

**MCDA** presented by Michael Armitage. Moving into 2021, our new officers will be myself as President; Bryce Tracy as Vice President; Vance Stringham as Treasurer; Jordyn Sellek as SNC rep; Chris Izworski as Immediate Past President; Lisa Hall as trustee. For 2021 we have secured a continuation of our agreement Ben Bodkin from Capital Services. He will be representing us throughout the upcoming Sunset Legislation that we will be dealing with in this upcoming year. I'm working on a proposed meeting schedule. We're looking at a couple outdoor venues this summer to start opening back up a hybrid system. Looking for a couple opportunities, we use to have a lunch and learn. Looking at maybe moving that into a webinar type format so that people can give their presentations that would have been done during a lunch and learn. Our next meeting is February 5, 2021.

**Nominating Committee** presented by APCO President Chris Collom and Phyllis Fuller. Chris - APCO nominations for the 2021-2022 Executive Board will open in August.

Phyllis – It is that time of year for NENA to look at nominating their officers positions. Current officers are: Stephanie Lehman as President, Tammy Smith as 1<sup>st</sup> Vice President, Leah Hornacek as 2nd Vice President, Tim Jones as Treasurer and Samantha Sturgis as Secretary. All of those people are seeking re-election. However, that does not mean that others cannot be nominated for any of those positions. If anyone is curious as to what it means to have one of those positions and the work it entails, please visit the NENA By-Laws on the NENA website.

**APCO/NENA Old Business** – No old business

**APCO/NENA New Business** – 2021 Meeting Calendar. Because we moved the conference from May to October, we had to adjust our meeting dates a little bit with that. We are going to host a virtual joint meeting on May 13, 2021. October 24-27, 2021 is the conference and we will not hold a formal meeting at that time. The rest of the meeting dates will remain. Just a reminder, March 11<sup>th</sup> meeting will be the installation of the NENA officers so we will not do a quick learn that day. October 21, 2021 will be the APCO Annual Dinner. These dates will be one both APCO/NENA websites. *Motion made by Dave Rapacz to approve the new meeting dates for 2021 and supported by Michael Armitage; motion carried.*

**APCO Old Business** – No old business

**APCO New Business** – 2020 Budget presented by APCO Treasurer Phyllis Fuller. We did end up being about \$5000 ahead in our checking account. We didn't have conference revenue and not much training revenue, we still did okay and that is mostly impart to APCO National generosity of sending our chapter about 20% back in application fees. We typically send some of our

board members or others to the National APCO Conference but with not having one we saved quite a bit of money.

2021 Proposed Budget presented by APCO Treasurer Phyllis Fuller. The board meet prior to this meeting and discussed and all agreed that nothing really isn't going to change. So, what you saw in the line items for 2020 are pretty much the same for 2021 except we did decide to close the line item called memberships. We use to use that for the APCO award winners we would also pay for their year's membership, we don't really do that anymore so we closed that and moved that \$700 into the training fund line item because we are pretty optimistic that we do want to try to have more virtual trainings this year. We know that PSAPs are hurting to get those credits. So what you saw for 2020 is what you are about to see for 2021 and that is a zero balanced budget of \$176,600.00. *Motion made by Tim Jones to remove the membership line item and increase the training line item by \$700 and supported by Pat Coates; motion carried.*

Respectfully submitted,

Michelle James  
Secretary, Michigan Chapter of APCO

**The next meeting will be  
APCO/NENA JOINT MEETING  
Thursday, March 11, 2021  
10:00 a.m.  
Virtual Meeting**