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

**Monday, September 12, 2022**

**2:00 p.m.**

**VanDyk Mortgage Convention Center, Muskegon**

**Meeting called to order** at 2:00 p.m. in Muskegon.

**Greetings/Pledge of Allegiance**

**Approval of Agenda** – point of order was called on both boards because agenda was not approved, NENA President Lehman apologized to both memberships. Motion to approve the agenda made by Angela Elsey, supported by Dave Plumb. Motion carries.

**In Attendance:**

Michelle James Caitlin Sampsell Stephanie Lehman Samantha Sturgis

Justin Haltamm Michael Gank Phyllis Fuller Jaime Seling

Patricia Coates Jim Hansen Dave Plumb Dan Morden

Michael Armitage Brook Staley Whitney Wisner Katie Coenen

Jill Jackson Angela Elsey Tammy Smith Erik Godbey

Katie Hall Megan Erickson Lance Lan Lance Langdon

Liz Bagos Andrew Ruddy Aaron Schulz Stacey Bower

Regan Lucas Corey LeCureux April Heinze Jon Moored

Jen Robinson Anthony Lozada Tim McGee Missy Harris

Marc Pieknik Craig Payment Scott Temple Jeff Kelley

Reed Wakeman Dominique Clemente Tom Sands Bruce Gaukel

Kelley Cunningham Dave Rapacz Chris Collom Tim Jones

Teresa Hart Lyndsay Stephens

**Board Members Roll Call:**

**Michigan APCO Board Michigan NENA Board**

P Chris Collom, President P Stephanie Lehman, President

P Phyllis Fuller, Treasurer P Samantha Sturgis, 2nd Vice President

P Dave Rapacz, 1st Vice President P Caitlin Sampsell, Secretary

P Michelle James, Secretary P Tim Jones, Treasurer

P Kelley Cunningham, Sgt-at-Arms P Tammy Smith, 1st Vice President

A Kim Ostin, Executive Council P Jim Hansen, Commercial Representative

A Sandra Nielsen, Immediate Past President A Marc Gramlich, Immediate Past President

A Larry Stidman, Commercial Representative

(P= Present, A= Absent with Notice)

**APCO New Member Report** - Dave Rapacz reported; the chapter has 569 members; 83 new members since January; up 15 new members since May.

**APCO Minutes** – Michelle James reported; Motion to approve made by Dave Rapacz, supported by Tim Jones. Motion carries.

**APCO Treasurer’s Report** - Phyllis Fuller reported;

Checking Account Income: $71,789.16

Expenses $123,672.55

Checking Account Balance as of 8/31/22 $33,399.55

Schwab Account Balance as of 8/31/22 $80,310.29

Total Balance $113,709.84

Motion to accept report made by Dave Rapacz, supported by Tim Jones. Motion carries.

**APCO President Report** - Chris Collom reported; reminder you can now renew your 2023 memberships. If you have a group membership, this is a great opportunity to go in and update names and email address. October 27th is our Annual Meeting and Awards dinner in Frankenmuth. Watch for a survey monkey coming out early October for a count of who will be attending the meeting/dinner. MPSFAC meeting is at 10 a.m., APCO meeting starts at 2p.m., 5 p.m. will start our networking and Motorola will be giving a presentation. This is our 69th year of partnering with Motorola for our Annual Meeting.

**Committee Reports:**

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

**Training/Membership Activities** – Caitlin Sampsell reported; we are holding our fall joint APCO/NENA training held November 1st and 2nd. These are one day trainings that will be repeated and will 8-hour days. The training will be conducted by Niagara University on Disability Awareness. Training topics will include awareness/sensitivity training; disabilities defined specific to PSAPs; victimization/abuse of people with disabilities; relay services; speech impairments and challenges; the Americans with Disabilities Act specific to general effective communication; proper etiquette and interaction skills; adaptive equipment/assistive technology; alternative forms of communication; and person-first language and ways to overcome communication barriers. So far, we have 19 people registered. We would like to have 30 if possible. Registration is $250 a class and is SNC approved. This will be held at Oakland Community College.

**Professional Development** – Stephanie Lehman reported; this is going to be her last meeting to report on the ENP portion. Samantha Sturgis will be taking over. We have two new ENPs; Katherine Coenen (Ottawa County), and Erica Crackel (Canton Township Public Safety). Michigan has 55 ENPs to date. This Chapter does offer two scholarships annually upon the successful competition of the exam. The Fall exam dates are October 1st through the 15th. Deadline to register was September 2nd. The Winter exam period deadline is January 6th. The testing period is February 4th through the 18th. If you are going to sit for the exam, I highly recommend that you join a study group. If you need help finding one or getting enrolled, let Stephanie or Samantha know.

Chris Collom reported; Cynthia Fell was unable to make it but she is APCOs new RPL chair for this committee. We currently have 4 RPLs and there are several in the state going through the class right now. Cynthia will be giving a short presentation on her experience in becoming an RPL at our October meeting.

**Technical** – Jeff Kelly reported; 3 RTCs in the Network Communication Center that has been empty for a year. They have been posted to fill. We just filled a department analyst and a TDU bringing us up to 3 template design people. We will be posting a position shortly for a 5th radio coordinator. We are currently trying to get a position for a Department Specialist for the RPU that will be our go to person with strange radio issues. The Zone Core upgrades have been completed and the systems acceptance testing has started on the upgrade. Dispatch console site work should be starting soon for the upgrades to the latest version of the Elite Dispatch. We are continuing to work with the Consumers cutover. They will be cutting over on Wednesday, September 14th. DTE will be turning on the channels that have been added throughout the state in October. Their subscribers are scheduled to cut over in November. Kalamazoo simulcast has a target go live date for November of this year. Jeff believes that Consumers channels have been turned on. He has no current update on Critical Connection. I know they are still working through some security type issues. Hoping to get some word on when that will go live soon.

**Frequency Coordination/MPSFAC/700Mz –** Pat Coates reported; MPSFAC met in Ann Arbor on September 8th. We have a new APCO appointee, and he was there for his first meeting. We reviewed 3 applications but did not approve any of them because they were incomplete or did not have letters of concurrence from adjacent states. Anybody who is adding a frequency, tower or whatever, please make sure you are reviewing the rules in our plan for 800Mz and 700Mz and see what you need. We don’t want to hold you up, but they need to be complete. We also discussed the 4.9 GHz. We are trying to put together a letter of comments to the FCC. The FCC wants to start auctioning some off and start having commercial people on it. It has always been a public safety spectrum. We did find some rather large uses, tornado sirens for one whole county, security cameras for a police department for a large city, and in the Metro area, used for the Detroit and Oakland County helicopters. There would obviously be some issues for the Metro area if they tried to do this. We don’t think we can stop them, and we really didn’t get enough of a response to say this is a big statewide problem. We are trying to find a way to share it, but we also want the MPSFAC committee to start coordinating it just like we do 700Mz and 800Mz. Commercial carriers are not going to be happy coming to a public safety group to have their frequencies coordinated but that is our recommendation to the FCC. Our next meeting will be in Frankenmuth on October 27th. Applications are due two weeks in advanced by October 13th.

**Joint Michigan Conference** – Tammy Smith reported; Thank you to everyone that attended the conference. We had a very successful conference. The conference reviews were positive. There will be a couple of changes for the 2023 Conference based on the feedback we received, which we welcome. All the committees stepped up and really helped, we could not do it without the help. Due to the hotel availability, our 2023 conference will be held April 17th through 20th. It will be held at the Kalamazoo Radisson. This will be our last year there. We will be sending out information for those who would like to be part of the 2023 Conference Committee. We already have 1 or 2 contracts that we are waiting to secure for all our keynotes. We will be keeping the same format as 2022, Monday through Thursday. Thursday will be a half day. Stephanie will be sending out the Call for Papers soon. The deadline will be December 23rd. Registration will open after the first of the year.

**APCO National** – Michelle James reported for Kim Ostin; the National Conference & Expo held in Anaheim was a great success with over 4700 registered attendees. Work has already begun on the 2023 event, which will be held in Nashville, Tennessee. If you are interested in presenting a session, watch for the Call for Papers which will be going out in the next few weeks.

Nexus – NG911 Experience is being held November 2nd-3rd in Arlington, Virginia. Registration is open and information can be found on the APCO website or the Michigan APCO website. They will be presenting real life scenarios and major events through panel discussions.

APCO International’s Definitive Guide to Next Generation 911 was introduced in Anaheim. The document takes a forward-looking approach to NG911 to address what emergency communications centers (ECCs) and professional staff rom telecommunicators to directors need to make informed decisions now and in the future. The guide can be downloaded from the APCO International website.

There are several upcoming webinars that are free to members. Information and registration links can be found on the chapter website home page.

In the near future there is going to be opportunities to participate in an Occupational Analysis to revise current standards for CTO, Training Coordinator and Supervisor. Information will be sent out on the Michigan grouping on PSConnect and will include specific dates, location and how to participate in this important process.

**APCO Awards** – Kelley Cunningham reported; nominations were due on September 1st. We did get a decent turnout. The Awards Committee is working on reviewing and scoring the submissions. Those are October 27th. The APCO Chapter meeting is at 2pm and networking and dinner is at 5pm.

**Historical -** No Report

**Legislative Report** – Stephanie Lehman reported; spoke with Jordan who reported there is no update. Legislative has been on brake since June and will come back minimally between now and Thanksgiving.

**Commercial** – Jim Hansen reported; there is a big push from both APCO and NENA National conferences to increase professional and industry/commercial partners memberships. There is also a big push in helping other states chapters. The levels of progress as to where everyone is at, is all over the place from state to state on how they are organized, what they do at their conferences, what they do at their meetings, rather they have proper representation or By-Laws. A big compliment to Michigan because a lot of things that we do that might seem normal are not being done everywhere else, so these opportunities are shared with other state chapters on what we are doing.

**State 9-1-1 Committee** - Stephanie Lehman reported; the SNC has not met. The next meeting is September 21st.

**State 9-1-1 Administrator** – Lyndsay Stephens reported;

**Text-to-911:**

Currently 82 counties and two Wayne County Service Districts have deployed Text-to-911 coverage in Michigan:

Population coverage – 91.79%

Land coverage – 99.45%

If you have received an email from Stacie Hansel notifying you that your center has not reported being fully deployed to the FCC, please complete the form and email per her instructions. It is very important that Michigan be reported accurately to the FCC. Also, please send an email to them if your director has changed so that is accurate as well.

**You can review your PSAP information in the Text 911 Registry a**t - [https://www.fcc.gov/files/text-911-master-psap-registryxlsx](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.fcc.gov%2Ffiles%2Ftext-911-master-psap-registryxlsx&data=04%7C01%7CHomantC%40michigan.gov%7C0d42c80ac0c94f362d2e08d9cec5c03e%7Cd5fb7087377742ad966a892ef47225d1%7C0%7C0%7C637768171001902578%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=WC7g6FeBcutW77fIwHp9QASpxtB9768ZXAR2dY21bOQ%3D&reserved=0)

**MiSNAP:**

We are working on testing out the first round of enhancements for the MiSNAP program which includes some bug fixes to the continuing education count. Please make sure you are reviewing the training summaries and hours of your employees manually until we are able to get this fixed within the system. We will send out an email to all PSAPs once the fix is deployed.

**Next Generation 911 Grant:**

The award was approved for the following projects in the following amounts:

CPE equipment subgrants to local PSAPs as approved by TAC $2,852,250.00

Upgrade repository code $ 487,000.00

GIS address point gap fill $ 577,741.00

Administrative (travel for TAC) $ 22,679.00

**Total $3,939,670.00**

The grant was closed out in June with all paperwork being submitted. The State 911 Office is still working with the Center for Shared Solutions to bring you additional training and information on the upgraded GIS repository. We have offered several trainings on the import process in order to get files uploaded and ensuring the validation checks are running properly. As more training comes available, we will use the user request forms that have been submitted to ensure that we are inviting the proper individuals. If you have any questions, please contact Ms. Lyndsay Stephens.

**Other Activity of the State 911 Office**

* The 2020-2021 audit of the E-911 fund with the Office of the Auditor General is currently in progress. There is no eta on when this will be completed.
* Just a reminder 3G network decommissioning started in February 2022:

[**AT&T**](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.att.com%2Fsupport%2Farticle%2Fwireless%2FKM1324171%2F&data=04%7C01%7CHarveyJ6%40michigan.gov%7Cacbcf1b2b123465fe88608d9723121e7%7Cd5fb7087377742ad966a892ef47225d1%7C0%7C0%7C637666377606387063%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=7aWbUEv97O%2FPL2vbfI1Hso6HJrtBP7VRxWcibV%2F%2Bn7M%3D&reserved=0) – February 2022

[**Sprint**](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.t-mobile.com%2Fsupport%2Fcoverage%2Ft-mobile-network-evolution&data=04%7C01%7CHarveyJ6%40michigan.gov%7Cacbcf1b2b123465fe88608d9723121e7%7Cd5fb7087377742ad966a892ef47225d1%7C0%7C0%7C637666377606397023%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=wtISPZ8jCdVgfh5qx4sg%2BIaYW7o8Gp4y9%2Fh3Wn%2B1sl8%3D&reserved=0) *–* March 31, 2022 (June 30, 2022 – LTE Network**)**

[**T-Mobile**](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.t-mobile.com%2Fsupport%2Fcoverage%2Ft-mobile-network-evolution&data=04%7C01%7CHarveyJ6%40michigan.gov%7Cacbcf1b2b123465fe88608d9723121e7%7Cd5fb7087377742ad966a892ef47225d1%7C0%7C0%7C637666377606397023%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=wtISPZ8jCdVgfh5qx4sg%2BIaYW7o8Gp4y9%2Fh3Wn%2B1sl8%3D&reserved=0) – July 1, 2022 (2G will also be decommissioned the date has not been released**)**

[**Verizon**](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.verizon.com%2Fabout%2Fnews%2F3g-cdma-network-shut-date-set-december-31-2022&data=04%7C01%7CHarveyJ6%40michigan.gov%7Cacbcf1b2b123465fe88608d9723121e7%7Cd5fb7087377742ad966a892ef47225d1%7C0%7C0%7C637666377606397023%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=csXxYkaUEhg6OzHuCNIAY5sPIA5Kcz4B3BG3MurA0%2BM%3D&reserved=0) – December 31, 2022

* The 988 soft launch occurred in July. Common Ground has hired Amanda Girard as their coordinator to work directly with the PSAP directors to coordinate the roll out of 988 in each respective region of Michigan. The 911/988 workgroup is still meeting to help with improvements during the roll out. There have been a lot of questions posed after the MCDA meeting the workgroup is addressing. Vibrant, the national 988 contract still prefers no marketing. However, with the news media, NENA, and other educational messaging that has gone out about 988, we are following up with MDHHS on when we can participate with our public safety partners and/or do some of our own educating.
* Joni, Meg Fouss, Angela Elsey, and Jaime Seling are working with April and her contacts at US Digital Service in the Executive Office of the President to share our plans for Michigan and provide some insight and feedback to the coordination efforts we are putting forth here. They are particularly interested in learning more about exigent circumstances and the challenges we have in the PSAP, as well as what that means for 988/911 coordination. If you have challenges with requesting location information (pinging) please let me know.

The NENA 988 Standard and Best Practice is in the final phases of completing the first draft.

* Joni and Cindy continue to work with Treasury on the required pre-paid audit. As a reminder, a report to the Legislature on this is due no later than June 30, 2023. A list of 19 accounts have been identified that will be subject to the audit either by size of the account or for-cause. Due to the short timeframe allowed to conduct the audits and develop the report, a limited number of accounts were able to be selected. We have started monthly meetings to keep this project on track. The reviews are expected be completed by end of March 2023 which will allow time to compile a report.
* A copy of the Annual Report to the Legislature was submitted and sent out July 29, 2022, and is now posted on the State 911 Committee website.
* To assist with recruiting for the 911 centers in Michigan, Joni is researching the idea of creating a tab on the SNC website for “Employment Opportunities”. Some ideas would be to add links to various job opportunities for 911 in Michigan and possibly include recruitment information from the centers. We are working on a way to link each county’s employment opportunities web page to this tab.
* The LAS is keeping an eye on the federal NG911 funding that was recently approved in the House. There are updates to the language that are being considered and it still needs to go to the Senate. As of now, this bill is implementation only which will not directly benefit Michigan 911 unless surrounding states are able to implement NG911 to increase interoperability across state lines. We are hoping to see an update to the language to include maintenance and/or enhancements to the NG911 network. We will keep you posted as this moves forward.
* The NTS met on August 17th and approved the FTE count for the second distribution of training funds. This will be forwarded to the SNC for approval this month. They also discussed updates to the Telecommunicator Training Manual and the Training Course Submission Policy.
* A group within the 911 community assisted Joni in reviewing the State of Michigan’s General Retention Schedule #34 which defines the requirements for 911. If you have adopted your own internally that is great, but if not, your retention schedule defaults to this one. It has not been updated since 2010, and we wanted to ensure it was still covering the data and technology 911 provides today. After the review, there was no update that was found to be necessary. If you use the state’s General Retention schedule and find we are missing something, please reach out to Joni and let her know.
* Joni is working on strengthening the coordination between Emergency Management and 911. If you are an agency that is either struggling in this area with little to no coordination with EM, or if you are an agency who has a very strong coordination with EM, please let Joni know. She is trying to determine which areas need some help there and which ones can be used as model agencies.

**MCDA –** Angela Elsey reported; a calendar with updates to training and meeting dates has been distributed to the membership with the August meeting packet. If you did not receive one, please let myself or Tim know. The changes that were made were to the October meeting date. Originally, we were scheduled to meet October 7th, but it has been moved to October 11th in Bay City. New Director school part 2 is scheduled for November 30th and December 1st in Port Huron. Training will be at the Blue Water Training Center. Registration is expected to open this week. MCDA membership is not required to attend so if you have someone who is not a member, they can still attend. MCDA meeting will be held on December 2nd at 10a.m. Lunch is included. Hotel is offering a discounted rate of $85.00 a night for November 29th through December 1st. These rates are available now if you want to book. The discount code on-line is 911. If you call direct to the hotel, mention Michigan Communications Directors Association. These rates are only available if booked by October 25th. The committee is working on course content. This course is not a repeat of part 1 we did in April. At our August meeting we were thankful to have Krista Hausermann from MDHHS and Jill Smith from Common Ground present on 988 in Michigan, The Status Of. The membership has a lot of concerns over a process map that was presented and offered helpful feedback for changes. We are working on redeveloping this together. Nominations for MCDA Executive Board for 2023 will open at the end of October or early November. Positions for Secretary, Treasurer and SNC Representative are positions to be voted on annually. If you are interested in a position or would like more information about executive board involvement, please reach out to a board member.

**Nominating Committee** – Michelle James reported for Sandra Nielsen; nominations were open per the chapter’s Policies and Procedure manual. All current board members submitted their letters to seek election for their current position by the July 31st deadline. Nominations opened to the membership August 1st and closed August 31st. Dave Plumb was nominated for the 2nd Vice President position. He has met all the requirements as outlined in the Policy and Procedures manual. As there are no contested positions, an actual election will not need to be held. If you have any questions, please contact Sandra Nielsen at [nielsensa67@gmail.com](mailto:nielsensa67@gmail.com).

**APCO/NENA OLD BUSINESS** – nothing to report.

**APCO/NENA NEW BUSINESS**

***2023 Meeting dates:***

January 26 10 a.m. Virtual only

April 19 State Conference in Kalamazoo

September ?? Emergency Technology Forum

October 2 p.m. APCO Only Frankenmuth Annual Awards

December 14 10 a.m. Virtual only

Stephanie asked for a motion to seek approval from the membership to install the NENA Officers during the Conference on April 19, 2023. Motion to approve made by Phyllis Fuller, supported by Dave Rapacz. Motion carried.

***2024 and 2025 Joint Conference:***

Tammy Smith reported; we have secured our 2024 and 2025 Joint Conference location at the VanDyk Mortgage Convention Center in Muskegon. The dates will be the week prior to Memorial weekend. More information will be coming.

**APCO OLD BUSINESS**

***Webpage Update:***

We have been working on it with our web designer. We are excited to announce that we will open this up at our Annual meeting in October. We will be able to present it and show the people in attendance what we have been working on. Since we have a new website coming, we would like to put the faces of Michigan Telecommunicators on it. There is a Facebook post with instructions on how to submit pictures. If you and your center want to be featured on our front home page of the new website, you can submit your pictures by October 3rd.

**APCO NEW BUSINESS –** No report

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

Respectfully submitted,

Michelle James

Secretary, Michigan APCO Chapter

**The next meeting will be**

**APCO ONLY MEETING**

**Thursday, October 27, 2022**

**2 p.m.**

**Zehnders of Frankenmuth**

**730 S Main St, Frankenmuth, MI 48734**