



## Meeting Minutes of the Michigan Chapter of NENA

*January 16, 2020 – 10:00 a.m.*

*Eaton County Central Dispatch, 911 Courthouse Dr. Charlotte*

Meeting called to order by NENA President Marc Gramlich – APCO President Chris Collom sends thanks to Mike Armitage and Eaton County Central Dispatch for hosting. Pledge of Allegiance was recited.

Chris Collom requested the agenda be amended to delete the second induction for Michelle James and that Lyndsay Stephens will provide the State 911 report. *Motion to approve the agenda as amended made by Stephanie Lehman second by Dave Rapacz. Motion carried.*

**Introductions** started by Jon Whitford from MSP, those in attendance include:

After introductions, a special recognition was given to those few who are attending their last APCO/NENA meeting, and also a special thank you to Karen Chadwick for all of her years of service. Karen has served as President of NENA, President of APCO, and also as President of MCDA.

**NENA Minutes** prepared by NENA Secretary Joni Harvey and presented by NENA President, Marc Gramlich. *Motion to approve the minutes was made by Tim Jones and supported by Karen Chadwick, motion carried, minutes approved.*

**NENA Treasurers Report** prepared and presented by NENA Treasurer, Tim Jones. Chapter balances as of December 31, 2019 are as follows: Checking: \$22,495.02 Savings: \$38,013.78. Total available funds: \$60,508.80. *Motion to accept the Treasurer's report as presented made by Joni Harvey and supported by Samantha Sturgis, motion carried.*

**NENA Presidents Report** Marc Gramlich reported. Membership renewal time. Marc will pull a new list for the membership for Phyllis to send out for nominations/voting that is coming up. Update your emails so you receive these and can cast your votes. Add the Michigan NENA email

blast to your safe list. Kat Reynolds and Cynthia Fell selected to go to 911 GTW to represent NENA. Marc has to leave early for another meeting however he will be here through Theresa's report. Special recognition to Don Glasgow who has been extremely instrumental to this organization, 911, and to the ENP program. Many thanks to Don for his outstanding service! The next meeting for NENA will be held in Livingston County 10am meeting. There will be a luncheon and induction of the new officers.

\*Presentation on SNC Training Form Applications by Theresa Hart\* Documentation was provided to all attendees. Reminder the website has a list of subcommittee members you can contact with questions.

### **NENA COMMITTEE REPORTS**

**CJIC Update** No report. Chris Collom advised there is a meeting tomorrow and an update will be provided. Lisa Hall has been sending out updates reference gender reporting options in SOS. Suggested you try changing the gender to "U" for unknown when running subjects.

**Training/Membership Activities** Dave Rapacz reported. APCO training coming up at Great Wolf Lodge. This is for all levels of communications. NENA will be covered under the conference update.

**Professional Development** Stephanie Lehman reported. 57 active ENP's and one retired. Most recent ENP is Bill Gilio from Grand Rapids – congratulations! Every year NENA awards 2 scholarships to sponsor NENA members who are interested. Lisa Lake still conducting a study group. Meets Monday at 3pm but the meetings are accessible any time. Reach out to Stephanie with any questions regarding ENP. ENP and RPL presentation will be held at the conference.

### **2020 Exam Schedule**

<b>Exam Period</b>	<b>Exam Dates</b>	<b>Application Deadline</b>
Spring 2020	April 4-18	March 6, 2020

**Technical** Kate Granwith MPSCS provided report from Brad Stoddard. Remediation project has been completed. Upgrade to platform will be done next year. MPSCS Interop Board update: Building Codes was a topic to try and get better coverage within buildings and also a discussion was held on encryption. Any changes to encryption have been put on hold until the issue of interoperability is resolved.

**Frequency Coordination/MPSFAC/700MHz** Brent Williams reported. Ingham County frequencies are going to be a topic at the next meeting since they are coming up on the system. Brent is local coordinator through UHF/VHF so see him if you are doing any updates or work to these frequencies. You do not have to let your vendors do this for you – tell your vendor you

want to use APCO for these frequency coordination's and keep the money in house and with APCO. Reminder that APCO has local advisors and offer a more personal effort.

**NENA/APCO Joint Michigan Conference** Tammy Smith reported. First year for conference in Kalamazoo. Great set of speakers and opening sessions! Opening keynote on Monday is Sam Glenn, Tuesday Joe McCarville Thin Gold Line, Wednesday is Travis Mills. Thursday Doug Showalter and Jim Marshall. Look at the APCO and NENA websites and Facebook pages for updated information that is added regularly regarding the conference. Registration glitch should be resolved in the next week. Already gaining sponsors. There is a conference committee meeting after this meeting so plan to stay if you're on the committee. Stephanie advised since we had so much interest in presenting, they will only be submitting one session per vendor. The white paper submission deadline has passed and is closed.

Applications for booths are not open yet but will be soon. The vendor hall is amazing and the entertainment committee has some great ideas planned. Monday night reception is going to be amazing! It will be a casino night. Do not bring your own real money, but they will have some cool prizes and games. April Heinze is still dressing up even though she's not a vendor! Phyllis has a request as the Treasurer; if you pay with a credit card it automatically adds in a 3.5% fee so if she sends you an invoice because you stated you wanted to pay by check and then you turn around and pay by credit card, you will have to pay that 3.5%. If you originally select pay by check, follow through by paying by check. If you originally select credit card, pay by credit card. The Landing Page link will show up when you register. Use that link to get the conference hotel room rate or you will end up paying more.

**NENA National** April Heinze reporting. SVP and Critical issues forum are next week. Quite a few people from Michigan attending. Will try and get together and do a Michigan dinner. Wants us to understand the importance of the SVP; working on stress, wellness, and resiliency for our industry. NENA has a true focus on that this year. They created a wellness committee creating various standards and will be launching a wellness portal with resources for 911 and vendors.

The NENA PSAP Registry – in the process of moving now to the EPRC. If you are a member or user (see April if you are not yet a member), you should have received an email the PSAP Registry is moving to the EPRC and that you need to log in to the new website. Not many people are following through but this must be done. If you are a member and did not receive the email with your new credentials, contact April. You can access EPRC at [nena.org](http://nena.org) for membership, tutorials, and benefits of becoming a member. PSAPs can keep all of their information in one place for members to access. Vendors are using this as well for contact numbers to send important info to your PSAP. This could include service outages. This registry will be much more user friendly. It is also a GIS database where you can enter in an address, and the correct PSAP info for that address should be provided. Other public safety entities are using this as well. They are currently working with the FBI who receives calls that should be routed to local responders. Hoping to work with the National 911 Office for the census piece as the collection site on behalf of the nation.

Noonlight – how many have heard of this or received a call from them? April wants screenshots if we receive these. In the room only Mike Armitage has received calls from them. Southfield had an issue with them. They are an alarm company and using a panic button app on smartphones for people to report alarms. They have been able to figure out how to send alarm calls over the 911 lines. Could be cama trunks or SIP, it has happened on both so far. They are also adding links to click for additional information that shows up in the ANI field (cybersecurity issue?!). There are concerns with the addressing they are sending which are not accurate. They are trying to figure out how Noonlight is getting the calls into 911, where are they getting the addresses, and how and why they are putting information into the ALI field that is not supposed to be there. This is only if they come on the 911 lines; if they are calling on the 10 digit line it is ok. If you have received something and have not heard back from April, she still wants to know because she is going to find a resolution to this issue. Not sure if they have violated state statute, but they are stepping on state statutes, and FCC regulation violations. This alarm company is somehow placing an actual 911 call on behalf of the subscriber, but are not connecting the subscriber on the line. So far all of the calls April is aware of have been false alarms.

**NENA Public Education** No report.

**NENA Legislative** No report.

**NENA Young Hero** Chris Collom reported. March 15, 2020 is the deadline for nominations. Send nominations to Sandy Nielsen you still have time!

**NENA Commercial** Jim Hansen reported. About to release registration for vendors for the conference. Already have over \$16,000 sponsored – still a ways to go but this is a great start! Any questions, concerns, or anything we would like to see from the commercial side, contact Larry.

**State 9-1-1 Committee** Theresa Hart reported. SNC-301 forms have typically been sent out by now that are due in May are being delayed. The MPSC has been required by the legislature to do a report and has asked these questions be added to the 301 form for them to gather that information. It will be a quick turnaround to produce those since they will not go out until March. There are some duplicate questions we will see in the MPSC section we would have already answered in the earlier portion of the form – Lyndsay is working on creating an autofill to prevent confusion and duplicate efforts. Next meeting is in March. NTS subcommittee chair has not been named yet. Emerging Tech Chair is now Scott Temple and Jordyn Sellek has been named as chair of the LAS. Tech forum coming in April at Great Wolf Lodge. Looking for new spot for 2021 – contact Scott Temple with suggestions. Reminder to look at the encryption form and provide the feedback that is being requested. Certification subcommittee chair – Conference of Eastern Wayne 4 PSAPs – working with those, Presque Isle, St. Clair, and St. Joseph counties as well as city of Detroit. Harriet retired back in November and Joni Harvey has

been named replacement –welcome Joni. Theresa testing for automation in Feb – go live is April 2<sup>nd</sup> for training fund info. Jeff T and April renamed chair and vice chair of SNC.

**State 9-1-1 Administrator** Lyndsay Stephens reported with State 9-1-1 Committee Report (see attached). Joni Harvey gave kudos to the SNO for all of their diligent work and trying to get her up to speed on the many number of things they are working on. Nothing is being delayed and they are still moving forward even with the transition. If I haven't reached out to you for a meeting, she will be! Please be patient while she works her way into this new position – there is a lot to learn. Joni's phone number and email will change but she will provide her new contact info as soon as she has it.

**MCDA** Chad Chewing reported. New board is Chris Izvorski – President, Matt Groesser – Vice President, Mike Armitage – Secretary, Vance Stringham – Treasurer, Jordyn Sellek – SNC Rep. Next meeting Feb 7 in Sanilac.

**TERT** No report.

**MABAS** No report.

**Michigan TIM** Dave Rapacz reported. Contact Dave for training. Please sign up! They are not scheduled yet but they will be so contact him if you're interested. Dave will check on them doing webinars. Possibly an instructor coming in the fall. There will be a presentation at the conference on TIM.

**Nominating Committee** No report.

**FirstNet** Pam Matelski reported. There is an FCC docket opened regarding priority and pre-empt. AT&T, Verizon, and Sprint are all entering services for the public safety community. Whatever network you are on you will have pre-empt and priority but handing off the call to another vendor does not provide that service. The state has taken the stance that they want that priority and pre-empt service to carry over with the transfer of service. See last meetings notes on 911 person serving on the board for first time ever. Brent discussed in length the benefits of going with FirstNet. See him for details and further information. Pam advised the state is pleased with the progress of FirstNet. Pam can get you in touch with the technical people you would need with questions or concerns on getting this to work for your department.

**NENA Old Business** Stephanie Lehman reported. By-Law/Policy Review – the committee now only has 6 people; we have been working on this since the summer. There are some more updates that need to be made. This has been put on hold until the new board is seated in March. The immediate work that needed to be done for non-profit, movement and hierarchy of officers, board structure and responsibilities have been done. There are 3 openings we are looking to fill—please see Stephanie if you are interested.

**NENA New Business** Stephanie Lehman – 2020 Michigan Public Safety Telecommunicator Conference meeting reminder: A Conference Committee meeting is scheduled immediately following the APCO/NENA business meeting.

911 GTW – [mspetsc@michigan.gov](mailto:mspetsc@michigan.gov) is the general email for the SNO; PSAPs sending staff please email Joni or the general SNO email to advise them. Reminder everyone needs to schedule their own hill visits! SNO will be working with April to get the packet of info together with talking points and the schedule.

Nominations are now open for the 2020-2021 Executive Board. Phyllis reporting. There will be a letter that Marc can send out. There are now 5 positions on the NENA Board. The only person seeking re-election in their current position is Tim Jones but anyone qualifying can still be nominated for all positions. Nominations are now open and close Feb 14<sup>th</sup> at 5pm. Email Phyllis if you have additional nominations.

President – Joni Harvey nominated Stephanie Lehman.

First Vice President – Corey LeCureux nominated Mike Gank. Chris Collom nominated Tammy Smith.

Second Vice President – Stephanie nominated Leah Hornacek.

Secretary – Tim Jones nominated Samantha Sturgis.

Treasurer – Tim Jones is re-running for his position as Treasurer.

**Motion to adjourn** *Motion was made by Jim Hansen and supported by Dave Rapacz, motion carried.*

Respectfully submitted,

Joni Harvey, CMCP  
Secretary, Michigan Chapter of NENA

***The next meeting will be  
APCO/NENA joint meeting  
March 26, 2020 – 10:00 a.m.  
Meeting and Introduction of NENA Officers  
Livingston County Central Dispatch***