newsletter.

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THE STATE OF 911 IN MICHIGAN

Next Generation 911 Update

After years of planning, Next Generation 911 (NG911) is finally taking shape. Michigan's last county is now connected to the statewide NG911 network and in the process of converting. We're also actively moving into Phase I, which, once complete, every 911 call in the state will be delivered using modern IP-based technology.

What's Next?

After all calls are being delivered using IP-based technology and every county has uploaded its Geographical Information System (GIS) data to the statewide repository, we'll be ready for Phase II.

What's Phase II?

Phase II turns on the Emergency Services Routing Proxy (ESRP), which is a key NG911 system that decides where a 911 call should go. In this phase, the ESRP also checks and confirms the caller's location by working with the state's Location Information Server. All routing-related location data will come directly from the statewide GIS repository, so calls will reach the PSAP with validated, GIS-based location information already attached.

For PSAPs

If you're planning to buy new CPE, make sure it supports i3v3. We can't move to Phase II until all Phase I tasks are complete and all GIS data is uploaded statewide.

UPCOMING:

April 1
National APCO Flash Day

April 12-18
National Telecommunicators Week

April 29
Emerging Technology Subcommittee Meeting

May 18-21
Michigan Public Safety Telecommunications Conference
Muskegon

May 19
911 Training / Certification Subcommittee Meetings

June 10
State 911 Committee Meeting

June 27-July 2
National NENA Conference
Columbus, OH

Check the website for meeting times and locations.

Check out the Employment Opportunities tab on the SNC website!

State 911 Office
MSP-SNC@michgan.gov

GIS

The State 911 Office, in collaboration with DTMB's State GIS Office, is actively preparing Michigan for the full implementation of NG911 geo-routing in 2026. This technology uses GIS data to route 911 calls with the highest level of location accuracy available.

To support this transition, it is important each center upload its GIS data into the NG911 Data Repository. If your center has already submitted this information, please ensure the data has been reviewed, refreshed, and kept current. Accurate and updated GIS information is essential for ensuring responders are directed to the correct location.

Dispatch personnel play a key role in this process. Any issues identified with address verification should be communicated to the appropriate staff so updates can be made promptly.

To assist PSAPs in preparing for these next steps, two NG911 GIS Data Readiness webinars were recently offered, providing helpful guidance and an overview of what to expect moving forward. Slides from the webinar have been posted on the GIS Repository website.

911 Training

The 911 Training Subcommittee completed its review of 121 applications on February 4, with appeal hearings held on February 18. A total of 1,948 full-time equivalents were requested with 1,923 approved by the State 911 Committee at its March 11 meeting. Notification has been provided to the Michigan Department of Treasury. Once distribution information is received, the document will be shared with agencies.

Upcoming Office Hours

To further support agencies in navigating the application process and understanding the Michigan Public Service Commission (MPSC) training standards, Ms. Lyndsay Keith will be offering office hours throughout the calendar year. These sessions will be:

- 30-minute segments hosted via Teams
- Focused on specific topics of interest
- Structured with a brief overview followed by open Q&A

The instructional portion of each session will be recorded and posted in the resources section for future reference.

Agencies are encouraged to contact our office if there are specific subjects they would like covered.

Certification

Annual submissions are now open and must be completed by May 15, as required under PA 32 of 1986, as amended (911 Act). This process collects a range of information from basic contact details and call counts to more in-depth items such as funding and expenditures. Once collected, the data from PSAPs statewide is compiled into comprehensive reports submitted to the Michigan Legislature and the FCC.

The Certification Subcommittee has welcomed three new members this year: Mr. John Kalinowski, Grand Rapids Police Department, Ms. Kecia Williams, Livingston County Central Dispatch, and our newest member Ms. Jennifer Flick, Berrien County Public Safety Operations. Their unique insights have been valuable to our work and perspective of issues.

Emerging Technology

Evaluating AI in 911

Written by Jon Moored, KCCDA

As Artificial Intelligence (AI) continues to grow and become more common in 911 centers, it's important to be mindful of the data being used, where it goes, and where it's being stored. Many vendors are advocating their AI solutions, but some do not fully understand the requirements set forth in Criminal Justice Information Security (CJIS) policy and the additional State of Michigan requirements.

Many vendors say things like: *"We're compliant in other states where many agencies use us,"* or *"We're SOC 2 compliant,"* or *"We're hosted in AWS, which is CJIS complaint."* While these statements may sound reassuring, none of them mean the vendor is CJIS compliant.

When evaluating an AI vendor, the first and most important thing to determine is what data will be ingested into the system. If CJIS data is involved, it's imperative CJIS requirements be the starting point of conversations with the vendor(s). Do not let them convince you it's something that can be figured out later.

Let's break down a few common misconceptions.

Even though platforms like Amazon Web Services (AWS) and Azure can be CJIS compliant, you need to remember you are not managing those servers – the vendor is. Therefore, this means the vendor must meet the same CJIS standards as your in-house IT staff. They must have proper policies, controls, and procedures in place, and they should be conducting regular audits.

System and Organization Controls 2 (SOC 2) compliance is an independent audit that checks whether a company has good rules, habits, and safeguards in place to protect information, but it is not the same as CJIS compliance. SOC 2 should be considered an addition to CJIS, not a replacement for it.

Another important area that often gets overlooked is server access logging. CJIS requires tracking who is logging into server environments, not just who logs into the customer-facing portal. Portal logs may show only authorized vendor staff, but those are often not the same people who have direct server access for maintenance, updates, or troubleshooting. Reviewing and auditing backend server access is critical.

These conversations can get very technical fast, and vendors may use a lot of different wording to avoid giving clear answers. The key question to ask is simple: **Are you CJIS complaint?** You may have to remind them that CJIS compliance is more than background checks or fingerprinting through a local agency or the State of Michigan where the CJIS data is hosted or controlled by a third party.

If a vendor says they are CJIS compliant, the next questions should be: **Who determined that and have you been through a CJIS audit?** If the answer is no, then the responsibility shifts to the agency to verify – step by step – that the vendor meets all requirements before any CJIS data is shared.

PublicAlerting

CodeRED Outage Recap

On November 10, 2025, a cybersecurity attack on the legacy CodeRED system took place, which caused the software system to immediately be shut down. Any alerting authority (AA) that used CodeRED had their Integrated Public Alert and Warning System (IPAWS) certificates disabled, as it was unknown by FEMA if those were compromised.

In December, the Michigan State Police (MSP) was able to start using Everbridge via an IPAWS-only instance. Many software companies began free trial options for their software to allow the local AA to have access to IPAWS. As AAs switched platforms, they were able to have certificates from the FEMA IPAWS recreated and distributed. On February 13, 2026, CodeRED regained access to the IPAWS pathway through their new Crisis24 version of their software. In the meantime, some local AAs are without a viable IPAWS alerting software as IPAWS continues to recreate and distribute certificates.

Those AAs still without IPAWS access can continue to reach out for an Alert on Behalf.

1. If you have a Memorandum of Agreement or Understanding with another AA **already in place** and they can access IPAWS, you can leverage that alert escalation process and request them to send an alert on your behalf. Internal procedures on how to handle this matter should already be established.
2. The second option is to call the MSP Operations at 517-241-8000 and ask to speak with the Operations Lieutenant on duty.
    a. You will provide them the proper Monthly Challenge Code, which can be found in the Michigan Critical Incident Management System in the File Library when you log in with the "Emergency Alert System (EAS)" position. This is so MSP knows you are a legitimate AA.
    b. You must have your messages (EAS, Wireless Emergency Alert (WEA)-90 character, and WEA-360 character) created using the principles of the Message Design Dashboard.
    c. You will then need to be able to describe the geographic area to send the WEA messages to, if you want to send it to an area smaller than the entire county.

The MSP Emergency Management and Homeland Security Division will not be renewing their subscription with CodeRED that is set to expire on April 19, 2026, and have initiated the migration process to switch to Everbridge.

During all of this, the Public Alerting Workgroup continues to promote effective alerting and provide education to agencies and broadcast collaborators.

Public Alert Exercise Update

During the 2026 Eye of the Storm statewide emergency exercise held February 3, 19 PSAPs participated in the public alerting portion by drafting a message for three different scenarios which were then reviewed by the exercise planning group and public alerting workgroup members, and feedback was given. Overall, it went well, but key point to remember are spelling accuracy, keeping

Your character count within the limit and providing a phone number or website.

911 in Washington

We had a strong showing at 911 Goes to Washington this year, with 21 attendees from Michigan. We met with all but two of our state's representatives, and the discussions were positive. Key issues included reclassifying 911 telecommunicators as a protected class and securing dedicated NG911 funding nationwide. While Michigan is ahead of many states, this legislation could support our final NG911 phases and help the rest of the country catch up.

We are fortunate to live and work in a state where collaboration and innovation keeps us moving forward. Great things continue to happen for 911 in Michigan, and your hard work is what makes it possible.

THE 911 GTW EXPERIENCE
Written by Logan Bissell, Montcalm County

Attending 911 GTW was an exceptional experience, and I'm truly grateful for the opportunity to participate. APCO offered a scholarship to attend the conference and the process was straightforward. I wrote a brief essay addressing the listed requirements and submitted it to Michigan APCO President Dave Plumb. Shortly after, I received a message from Michigan APCO Treasurer Phyllis Fuller letting me know I had been selected. I'm sincerely appreciative of her support throughout the entire process. My hotel reservation was arranged within a day, and my flight was reimbursed the same day I booked it.

The most meaningful part of the week was the networking and the connections that naturally formed throughout the event. Spending several days learning alongside others in the field created a genuine sense of camaraderie that extended well beyond the conference itself. Many of us keep in touch through a group chat, and it truly feels like we experienced the week together from start to finish. We also had the opportunity to meet with legislators and members of their staff. Those conversations were incredibly valuable, and I left with several contacts and business cards, resources I now feel confident turning to if needed.

Another memorable aspect of the week was simply navigating the conference and the city together. Whether we were finding our way between sessions, coordinating transportation, or exploring the area after the day's events, those small, shared moments helped strengthen our connections and made the experience even more enjoyable.

Overall, attending 911 Goes to Washington was both professionally rewarding and personally meaningful. I am very grateful for the opportunity and look forward to pursuing the chance to attend again.

APCO

The Michigan APCO Leadership, Education, and Development (L.E.A.D.) scholarship is offered by the Michigan Chapter of APCO to inspire professional growth in the 911 field. The scholarship helps cover the cost for members who want to enroll in leadership programs such as the Registered Public-Safety Leader Program (RPL) or the Certified Public-Safety Executive Program (CPE). By funding two $500 scholarships a year, Michigan APCO encourages members to pursue leadership training and continue developing the skills needed to support and lead within the profession.

Professional certifications can truly signal a candidate for employment or promotion, showing they have taken on the responsibility of bettering themselves for the next step in their career. The RPL program centers on practical leadership skills and includes a project that benefits the public safety community, while the CPE program builds on those concepts with a stronger emphasis on executive leadership and organizational strategy. These training programs help participants strengthen their leadership abilities, gain professional recognition, and prepare for greater responsibilities within their agencies.

Reference Guide

- 911 Enabling Act – Public Act 32, as amended
- State 911 Committee
- Michigan APCO
- Michigan NENA

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