**STATE 911 COMMITTEE**
**911 Training Subcommittee**
February 18, 2026
Meeting Minutes

| **Voting Members Present** | **Representing** |
|---|---|
| Ms. Stephanie Lehman | Barry County Central Dispatch |
| Ms. Missy Harris | Ingham County 911 Central Dispatch |
| Mr. Sam Kalef | Troy Police Department |
| Ms. Tammy Smith | Ottawa County Central Dispatch |
| Mr. Jeff Troyer | Kalamazoo County Consolidated Dispatch |
| Ms. Jennifer Robertson | Farmington Hills Police Department |
| Ms. Liz Bagos | Macomb County Sheriff's Office |
| Ms. Marlana Terrian | Clare County Central Dispatch |
| Mr. Jason Hamman | Jackson County Central Dispatch |
| Mr. Dave Plumb | Genesee County 911 Authority |
| Mr. Dave Rapacz | Gratiot County Central Dispatch |
| Ms. Samantha Sturgis | Genesee County 911 Authority |
| **Non-Voting Members Present** | **Representing** |
| Ms. Lyndsay Keith | State 911 Office |
| Ms. Amy Magirl | State 911 Office |
| Ms. Stacie Hansel | State 911 Office |
| Ms. Cindy Homant | State 911 Office |
| Ms. Leah Edgell | State 911 Office |
| **Voting Members Absent** | **Representing** |
| Ms. Chris Collom | Clinton County Central Dispatch |

**A. Call to Order**
The meeting was called to order at 10 a.m.

**B. Roll Call**
Roll call was taken, and a quorum was present.

**C. Meeting Minutes Approval**
A **MOTION** was made by RAPACZ, with support by TERRIAN, to approve the minutes from the February 4, 2026, meeting. With no discussion, the **MOTION** carried.

**D. New Business**
Application Appeals

Richmond Police Department
Chief Tom Costello represented Richmond PD to appeal the reduction of one FTE. There was an undesignated dispatcher due to Total Response not submitting the certificate into MiSNAP in time. Chief Costello met with a representative from Total Response who indicated he was waiting for clarification on a homeland security course and whether it would be approved for the Module 2 portion. Clarification was received on February 11 which is when Total Response submitted the completed training course in MiSNAP for the dispatcher, who is now designated. February 11 was past the application review date which is why the dispatcher did not yet show as designated and also why Richmond PD was reduced one FTE. The training occurred on January 5. The dispatcher

became undesignated in August 2025. No plan of action was submitted, only emails sent back and forth to Ms. Keith with plans to get the dispatcher into compliance. Chief Costello is the one who enters training into MiSNAP. Assistance was offered to him to navigate through the system and confirm training providers enter attendance. After a decision was made regarding Total Response's online courses, they did not enter any certificates into MiSNAP, which made this dispatcher undesignated.

The question before the subcommittee is to overturn the appeal and approve the additional FTE or uphold the appeal.

A **MOTION** was made by BAGOS, with support KALEF, to overturn the denial and increase the FTE for Richmond PD to five.

For clarification on the policy, it was questioned that the employee was delinquent, then became undesignated. Now after taking a course on January 5, they automatically become designated. Once a plan of action is approved, the employee has 180 days to get back to a designated status. There was no plan of action through MiSNAP, only emails to Ms. Keith with plans to get the employee into compliance.

With no further discussion, a roll call vote was taken:

| Member | Yes | No |
|---|---|---|
| Lehman | X | |
| Harris | X | |
| Kalef | X | |
| Smith | | X |
| Troyer | | X |
| Robertson | X | |
| Bagos | X | |
| Terrian | X | |
| Hamman | | X |
| Plumb | | X |
| Rapacz | | X |
| Sturgis | X | |

The **MOTION** carried.

Calhoun County Consolidated Dispatch Authority

Mr. Michael Armitage represented Calhoun County to appeal a delinquent employee. The employee would have become delinquent on December 1. The employee moved from full time to part time but was not submitting hours. Mr. Armitage had conversations with her about completing her training and enter hours or resign; the employee resigned before the 30-day deadline to submit a plan of action. When she became undesignated, she was no longer an employee. The date of separation entered in MiSNAP is December 11. When Mr. Armitage received notification from MiSNAP regarding a reduction in the FTE count, it was after the window to ask for an appeal. This will be addressed in MiSNAP in the form of an enhancement. MiSNAP continues to calculate where an employee is on a daily basis. When a date of separation is entered, whatever the status is at that time, the employee stays that status. Directors should be reviewing the employee status before submitting the application. The State 911 Office can send the application back to the PSAP to fix issues with employee status if it is known.

The question before the subcommittee is to uphold the denial or overturn the denial and add one FTE to Calhoun County Consolidated Dispatch Authority, bringing their FTE count to 30.

A **MOTION** was made by BAGOS, with support by TERRIAN, to overturn the denial and to increase Calhoun County's FTE count by one FTE. With no discussion, a roll call vote was taken:

| Member | Yes | No |
|---|---|---|
| Lehman | X | |
| Harris | X | |
| Kalef | X | |
| Smith | X | |
| Troyer | X | |
| Robertson | X | |
| Bagos | X | |
| Terrian | X | |
| Hamman | X | |
| Plumb | X | |
| Rapacz | X | |
| Sturgis | X | |

The **MOTION** carried.

Dearborn United Dispatch Center
There was no in-person representation as the appeal is a clerical error. The center was denied one FTE based on incorrect information received from MCOLES. There is an employee with the same name at Dearborn Heights and MCOLES listed it as Dearborn Police Department.

A **MOTION** was made by TROYER, with support by RAPACZ, to overturn the denial of one FTE for Dearborn United to increase their FTE count to 32. With no discussion, a roll call vote was taken:

| Member | Yes | No |
|---|---|---|
| Lehman | X | |
| Harris | X | |
| Kalef | X | |
| Smith | X | |
| Troyer | X | |
| Robertson | X | |
| Bagos | X | |
| Terrian | X | |
| Hamman | X | |
| Plumb | X | |
| Rapacz | X | |
| Sturgis | X | |

The **MOTION** carried.

A **MOTION** was made by PLUMB, with support by SMITH, to approve 1,923 approvals and 25 denials for the FTE count. With no discussion, the **MOTION** carried.

**E. Public Comment**
There was no public comment.

**F. Committee Member Comment**

Regarding emails between Chief Costello and Ms. Keith, it was asked if he was given direction a plan of action was required. The initial email coming from MiSNAP informs them to submit a plan of action. At the beginning of each month, PSAPs receive an email reminder to submit the plan as well. When an employee becomes undesignated and no plan is submitted, Ms. Keith sends an escalated letter. The employee would have become undesignated before the training occurred. However, the employee would have had designated status before the application was reviewed if the training provider would have entered attendance.

Two agencies were interested in an appeal; however, there was no appeal as the agency received the FTE count they asked for. They were invited to speak during public comment but did not attend.

**G. Next Meeting**

May 19, 2026
10:30 a.m.
APCO NENA Conference, Muskegon

**H. Adjourn**

The meeting adjourned at 10:30 a.m.