STATE 911 COMMITTEE
911 Training Subcommittee
May 19, 2026
Meeting Minutes

Voting Members Present	**Representing**
Ms. Stephanie Lehman	Barry County Central Dispatch
Ms. Liz Bagos	Macomb County Sheriff's Office
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. 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
Ms. Katlin Hall	Barry County Central Dispatch
Ms. Alissa Hirkaway	Montcalm County Central Dispatch
Non-Voting Members Present	**Representing**
Ms. Lyndsay Keith	State 911 Office
Ms. Amy Magirl	State 911 Office
Voting Members Absent	**Representing**
Ms. Jennifer Robertson	Farmington Hills Police Department

A. Call to Order
The meeting was called to order at 10:30 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 PLUMB, to approve the minutes from the February 18, 2026, meeting. With no discussion, the **MOTION** carried.

D. Call for Additions to the Agenda
A **MOTION** was made by PLUMB, with support by TERRIAN, to approve today's agenda. With no discussion, the **MOTION** carried.

E. Old Business
Module II Online Courses
Three of the five courses from Equature have been completed and Ms. Keith will add the remaining two once those are completed.

Ms. Keith sent a letter to Public Safety Group on March 7. Based on the completion of two of the courses, she reached out to the approval work group asking for help auditing the courses. Mr. Rapacz audited one course, and the other, which started on May 11, is being audited by Ms. Hansel.

So far, the issues are still the same. The courses are approved for eight hours, but they can be completed in less than three.

A **MOTION** was made by RAPACZ to suspend the module two online courses as they are not meeting the time requirement.

Ms. Lehman explained the requirements for telecommunicators in the state and the number of training hours needed under each module. Some of the training providers are not meeting the required number of hours approved for their course.

The **MOTION** was amended by RAPACZ, with support by BAGOS, to include the course numbers PSI2025-5787, PSI2025-2446, PSI2025-1966, and PSI2025-2066. With no discussion, the **MOTION** carried.

F. New Business

Telecommunicator Training Policy Handbook

Language for how to handle a trainee who has less than a 24-month break in employment was not previously covered in the handbook. This has now been updated. The break in employment is also not being tracked in MiSNAP, but is on the enhancements list to be done at a later date.

A **MOTION** was made by PLUMB, with support by TERRIAN, to approve the change to the policy handbook to go to the State 911 Committee.

To note, the track changes version was not in the meeting packet, but needs to be included in the packet submitted to the SNC.

With no further discussion, the **MOTION** carried.

911 Training Procedures for Appeals

The current process gives PSAPs 10 business days to submit an appeal; however, with the timing of other deadlines, this does not work. It is being proposed to change from 10 days to five. The track changes did not appear in the document included in the meeting packet.

A **MOTION** was made by SMITH, with support by KALEF, to table the approval of reducing the ten business days to five business days for the NTS appeals until the next meeting. With no discussion, the **MOTION** carried.

Instructor Complaint

A request was submitted for removal of the approval for ‘When the Caller is the Killer’ course by Tracy Harpster. The subcommittee has no authority to take action other than to present it to the SNC.

A **MOTION** was made by TROYER, with support by PLUMB, to accept the contents of the complaint but to keep the approval number in place. A roll call vote was taken:

Member	Yes	No	Abstain
Ms. Stephanie Lehman	X		
Ms. Liz Bagos	X		
Ms. Missy Harris	X		
Mr. Sam Kalef	X		
Ms. Tammy Smith	X		
Mr. Jeff Troyer	X		
Ms. Marlana Terrian	X		
Mr. Jason Hamman	X		

Member	Yes	No	Abstain
Mr. Dave Plumb	X		
Mr. Dave Rapacz	X		
Ms. Samantha Sturgis	X		
Ms. Katlin Hall	X		
Ms. Alissa Hirkaway	X		

The **MOTION** carried.

Course Evaluations
Course evaluations that have been submitted since the last meeting were included in the packet. There is nothing that stands out as far as not meeting standards or any negative feedback.

G. Standing Agenda Items
As of May 11, 2026:

Plan of Action Approvals
There have been 24 approved plans with 6 denials. There was one leave of absence for medical purposes.

Course Approvals
There have been 156 approved courses with 4 denied. And 505 instructors approved with 3 denied.

Delinquent/Undesignated Report
There are 432 trainees, 2,000 designated, 13 delinquent, and 19 undesignated.

H. Public Comment
A question was asked what the instructor complaint was as the individual had employees who attended the training course. There were **a**llegations of comments made during a couple sessions of the course that were inappropriate or offensive to members of an agency in attendance. There was nothing specific regarding the course content or the instructor's qualifications.

A question was asked regarding the meaning of the delinquent and undesignated telecommunicators that was reported. Designated status is after someone has met Modules I and II requirements and has been on the job for 24 months. The trainee status is when someone is in between a new hire and 24 months. After reaching designated status, it is a requirement to have 24 hours of continuing education every 24 months. Those in delinquent status have not met that continuing education requirement. At this point, the PSAP needs to submit a plan of action outlining the plan to bring the dispatcher back into compliance. In an undesignated status, the individual has not met the parameters of the plan of action. This becomes important during training fund applications because delinquent telecommunicators do not count towards the PSAPs FTE.

I. **Committee Member Comment**
Mr. Plumb has submitted his letter of resignation from the subcommittee. He thanked the chair, vice chair, and subcommittee members. Ms. Lehman thanked him for his service and commitment.

Ms. Lehman welcomed Ms. Alissa Hirkaway, Deputy Director of Montcalm County Central Dispatch and Ms. Katlin Hall, Director of Barry County Central Dispatch.

J. Next Meeting
August 19, 2026, at 10 a.m. at MSP HQ

K. Adjourn
The meeting adjourned at 10:53 a.m.