

APCO International

Leaders in Public Safety Communications

With the rapid rate of change and convergence of technologies comes increasing public expectations and operational challenges for civil emergency response. Public safety practitioners worldwide can turn to the Association of Public-Safety Communications Officials (APCO) International for policy insights, agency best practices, and building up communications workforce skills. Founded in 1935, APCO International is 25,000 members strong, making it the world's oldest and largest non-profit association of professionals who manage and operate public safety communications systems — including Public Safety Answering Points, dispatch centers, emergency operations centers, radio networks, and information technology — for law enforcement, fire, emergency medical, and other public safety agencies.

An International Mission

APCO is an international leader committed to serving the needs of public safety communications practitioners worldwide and the welfare of the general public. A dedicated staff with expertise in technology, policy, and public safety shares the membership's commitment to strengthening communities by providing training, professional development, consulting services, spectrum management, standards, advocacy, and outreach.

Training & Professional Development

The APCO Institute is the leading education provider for public safety communications across the globe, with both live and distance-learning courses and training materials in areas such as comm center management, active shooter response, and police, fire, and emergency medical communications.

APCO International also holds several events throughout the year, attracting thousands of professionals from public safety, industry, and government. In 2015, the annual conference alone attracted attendees from 30 different countries. APCO's events include networking opportunities and educational content on the latest topics impacting public safety communications such as cybersecurity, mobile apps, wireless broadband, wearable devices, social media, data analytics, and other cutting edge issues. Staying informed about the latest technology helps APCO International members continue to grow as leaders in their field.

Consulting Services

APCO Consulting Services provides a full range of staff supported, member reviewed services, available for on-site or remote consulting. As an example, review teams consisting of experienced APCO members conduct full assessments of agency operations, develop extensive recommendations, and review the findings with the client agencies to assist them in improving their operations, organization, and technical capabilities.

Spectrum Management

APCO's Spectrum Management Division has been the leading certified public safety frequency coordinator in the United States since the inception of coordination committees in 1986. Professional staff are available to assist with frequency coordination,

interference resolution, licensing applications, management, and engineering challenges to ensure mission critical communications operate effectively.

Standards Development

Since 2006, APCO International has served as an American National Standards Institute (ANSI) accredited standards developer, setting standards in the United States that often influence international practices as well. APCO's standards development activities have a broad scope, ranging from the actual development of standards to the representation of public safety users on other standards bodies affecting our community, such as the P25 standard for digital radio communications. APCO International has published more than twenty standards in both operational and technical areas such as public safety telecommunicator training, the use of social media in comm centers, and functional elements for Computer Aided Dispatch (CAD).

Advocacy & Outreach

APCO International maintains trusted relationships with government officials, industry leaders, and other organizations to advocate for the policies, regulations, and legislation most important to APCO members. For example, APCO played a leading role in an extensive lobbying effort to secure passage of legislation that established the First Responder Network Authority (FirstNet), dedicated spectrum for public safety, and funded the deployment of the first-of-its-kind nationwide public safety broadband network for first responders in the United States. APCO also works regularly with the world's leading wireless carriers and equipment manufacturers to ensure public safety communications benefit from advances in commercial technology.

APCO is constantly evolving to keep pace with the rapidly-changing public safety communications ecosystem. To learn more, visit www.apcointl.org/global. ■



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