

2026 ANNUAL REPORT



APCO
International

Leaders in Public Safety Communications®

ABOUT APCO INTERNATIONAL

Founded in 1935, the Association of Public-Safety Communications Officials (APCO) International is the world's oldest and largest organization of public safety communications professionals and supports the largest U.S. membership base of any public safety association. APCO International provides public safety communications expertise, professional development, technical assistance, advocacy and outreach to benefit more than 40,000 members and the public at large.

APCO has offices in Daytona Beach, FL, and Alexandria, VA.

To learn more, visit apcointl.org.

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Long Range Strategic Plan

OUR MISSION

APCO is an international leader committed to providing complete public safety communications expertise, professional development, technical assistance, advocacy and outreach to benefit our members and the public.

OUR VISION

APCO commits to strengthen our communities by empowering and educating public safety communications professionals.

GOALS & STRATEGIES

1. Lead national advocacy efforts on behalf of the membership.

- Champion reclassification of frontline public safety telecommunicators within the protective service occupations in recognition of their lifesaving work.
- Pursue federal funding for interoperability and to improve emergency response.
- Generate public awareness of the issues of importance in public safety communications.

2. Anticipate and fulfill the professional development needs for public safety communications.

- Foster a culture of continuous learning.
- Provide diverse and innovative training delivery methods.
- Explore and develop resources that address the operational effects of new technologies.
- Develop Standards that address emerging trends.
- Educate chapters to effectively advocate state and local issues.

3. Enhance and expand the engagement of membership.

- Connect members with service opportunities within the association.
- Demonstrate how APCO membership can uniquely improve public safety entities and industry partners.
- Increase collaboration between APCO and chapter leadership.
- Prepare and support competent and visionary association leadership.
- Promote the benefits of implementing APCO standards.

4. Strengthen and enhance APCO's financial acumen.

- Pursue opportunities for financial growth.
- Mitigate financial risk.
- Optimize relationships with corporate, private and public partners.
- Invest in APCO services and products to adapt to market demands and increase member value.
- Maximize international development opportunities.

State of the Association

The past year was marked by meaningful progress, strong collaboration and continued advocacy on behalf of public safety communications professionals. Together, we advanced APCO's mission to provide industry expertise, professional development and a strong, unified voice for our members on the issues shaping the future of emergency communications.

APCO reached a significant milestone mid-year, reaching 45,000 members and expanding our global presence with the formation of a new chapter in Colombia. This achievement reflects the strength of our community and reinforces APCO's growing impact on emergency communications professionals around the world.

Advocacy remained at the forefront of APCO's work, and, in January, CEO & Executive Director Mel Maier testified before the Senate Committee on Commerce, Science and Transportation's Subcommittee on Telecommunications and Media about FirstNet and the critical importance of reliable communications systems for first responders. Earlier in the year, President Jack Varnado testified before the House Energy and Commerce Committee's Communications and Technology Subcommittee about legislative improvements to public safety communications.

Momentum continued on key legislative and policy initiatives affecting public safety communications, including the House advancement of the FirstNet Reauthorization Act and APCO's ongoing advocacy for the bipartisan 9-1-1 SAVES Act. These efforts reflect APCO's commitment to strengthening emergency communications systems and securing the recognition and support public safety telecommunicators deserve through proper classification as protective service occupations.

In April, APCO proudly celebrated National Public Safety Telecommunicators Week by visiting emergency communications centers across the country and recognizing the lifesaving work performed by our members every day. We also hosted the 2nd Annual 9-1-1 Impact Awards, honoring individuals whose leadership and commitment have a lasting impact on public safety communications, including Congressmen Dunn, Carter and Hudson; FCC Bureau Chief Zenji Nakazawa; and Major County Sheriffs of America Executive Director Megan Noland.

In February, APCO held its inaugural Wellness & Workforce Summit in Phoenix, where leaders shared innovative approaches to strengthen mental, physical and organizational health, and to cultivate workplaces where people and agencies thrive. APCO also hosted its first AI Summit this year, bringing together more than 250 attendees in Orlando to explore how artificial intelligence is transforming emergency communications.

As AI evolves within emergency communications, APCO remains committed to helping members navigate this changing landscape. To support the responsible implementation of AI technologies, APCO partnered with iCERT to launch a program to promote the safe and effective use of AI in emergency response and public safety communications systems.

State of the Association Cont.

Looking ahead to August, we are excited to come together in San Antonio for APCO's Annual Conference & Expo, the premier event for emergency communications professionals. We anticipate record attendance this year, with attendees able to choose from 132 educational sessions across 11 tracks, explore more than 200 exhibitors and participate in a variety of networking events.

Education continues to be a cornerstone of APCO's commitment to members. Through leadership development programs, specialized training, accreditation and certification programs, and scholarships, APCO is dedicated to supporting professional growth at every stage of a member's career.

APCO remains strong both strategically and financially, providing a solid foundation for continued growth and service to our members. Through responsible stewardship of resources, thoughtful investment in programs and technology, and a focus on long-term sustainability, APCO is well-positioned to meet the evolving needs of the emergency communications profession. As we look to the future, we remain committed to advancing our priorities, expanding member value and ensuring that APCO continues to serve as the leading voice and trusted resource for public safety communications professionals.

Thank you for your continued loyalty, dedication and service. APCO is honored to stand beside the everyday heroes who strengthen our communities, answer the call in moments of crisis and advance the future of emergency communications.



Jack Varnado
President



Mel Maier, CPE
CEO/Executive Director

Financial Stability

THIS PAGE WILL BE UPDATED LATER IN JULY WHEN FISCAL YEAR-END RESULTS BECOME AVAILABLE.

Membership

APCO continued to see strong membership growth during the 2025–2026 fiscal year, ending with 44,785 members, an increase of nearly 7% over the previous year. This growth was driven primarily by continued expansion in organizational group membership. This growth shows the value that agencies place on providing APCO membership as a benefit to their staff. Student participation also increased, reflecting continued engagement with the next generation of public safety communications professionals. APCO looks forward to continuing to seek out new partnerships that provide additional benefits to the membership.

MEMBER TYPE	7/1/2022	7/1/2023	7/1/2024	7/1/2025	7/1/2026
Public Safety Practitioners					
Associate Member	2,210	2,002	1,975	1,805	1,710
Full Member	4,124	4,098	4,006	3,632	3,451
Full Agency Member	8,413	9,217	9,825	10,162	11,136
Online Agency Member	20,502	23,596	24,227	25,453	27,675
Commercial					
Full Commercial Members	442	447	409	399	401
Commercial Group Members	264	316	300	398	352
Students/Educators					
Student/Educator Membership	NA	NA	NA	36	60
Total Individual Members	35,995	39,676	40,758	41,885	44,785
Organizations					
Group Member Agencies	1,453	1,586	1,699	1,723	1,758
Commercial Group Companies	50	43	46	52	52
Total Organizations	1,503	1,629	1,745	1,775	1,810

Public Safety Expertise

ADVOCATING FOR NG9-1-1

Public safety telecommunicators deserve the best resources, including technology advancements that will facilitate a fully integrated 9-1-1 ecosystem where 9-1-1 professionals, law enforcement, fire services and emergency medical personnel can access and share critical data in real time to enhance coordination, reduce response times and improve public safety outcomes. APCO has been working with partners across public safety through the Public Safety Next Generation 9-1-1 Coalition, which includes APCO and the nation's major fire, EMS and law enforcement associations, to establish a federal grant program to help state and local authorities implement NG9-1-1 in a comprehensive, secure, innovative and interoperable way.

There is growing, bipartisan support of the need for legislation to establish a framework for what NG9-1-1 means and provide guidance on implementing NG9-1-1 in an interoperable, secure, resilient, innovative and cost-effective manner. On December 10, 2025, Representatives Richard Hudson (R-NC) and Troy Carter (D-LA) introduced the Next Generation 9-1-1 Act (H.R. 6505) in the U.S. House of Representatives. This legislation supports a nationwide transition to NG9-1-1 that will allow the public to send text messages, photos, videos and other advanced data directly to 9-1-1, and enable emergency communications centers (ECCs) to share this information with responders in the field. These improvements will enhance situational awareness, support more efficient resource deployment and improve coordination during emergencies. On December 16, 2025, APCO President Jack Varnado testified before the House Energy and Commerce Communications and Technology Subcommittee and emphasized the urgent need to modernize the nation's 9-1-1 systems to NG9-1-1. On March 11, 2026, Senators Amy Klobuchar (D-MN), Ted Budd (R-NC) and Catherine Cortez Masto (D-NV) introduced the Next Generation 9-1-1 Act ([S. 4062](#)) in the U.S. Senate.

In April 2026 while discussions about the appropriate federal funding levels for a grant program continued, the National Telecommunications and Information Administration (NTIA) released a cost study providing updated estimates for completing a nationwide transition to next generation 9-1-1. The study represents an important contribution to the ongoing discussion, and APCO is hopeful it can spur momentum towards the adoption of a federal grant program to modernize 9-1-1 nationwide. On the federal regulatory side, in August and September 2025,

APCO submitted initial comments and reply comments with the Federal Communications Commission (FCC) on improving interoperability and reliability for NG9-1-1. APCO called for 9-1-1 requirements to apply to service providers based on their role in delivering and supporting 9-1-1 communications, urged the adoption of reliability and interoperability requirements including real-world testing to ensure these features are built into NG9-1-1 networks from the start. APCO also reiterated support for a standard definition of interoperability so that all stakeholders can work toward interstate and intrastate interoperability while deployment is still nascent rather than risking embedding incompatibilities into early deployments.

Subsequently, in June 2026, the FCC adopted new interoperability and reliability requirements for providers of critical NG9-1-1 services. In doing so, the FCC adopted a definition of "interoperability" specific to NG9-1-1 service providers that focuses on their technical and operational capability "to exchange voice, text, data, and multimedia between jurisdictions, PSAPs, ECCs, and other service providers, in real time without the need for proprietary interfaces and regardless of jurisdiction, equipment, device, software, service provider, or other relevant factors." The FCC also sought comment on the development of an interoperability testing regime and measures to promote greater accessibility, including direct video calling to 9-1-1. APCO looks forward to continuing to work with the FCC and other stakeholders on these issues.



INCREASING RECOGNITION AND SUPPORT FOR PUBLIC SAFETY TELECOMMUNICATORS

APCO remains committed to promoting awareness of the lifesaving work performed every day by public safety telecommunicators. Every day, public safety telecommunicators serve as the critical first point of contact and assistance across a wide range of emergency incidents. They are our nation's first responders. But the Office of Management and Budget (OMB)'s Standard Occupational Classification (SOC), a vast catalog of occupations used by federal agencies for statistical purposes, currently classifies public safety telecommunicators among "Office and Administrative Support Occupations." This classification is inaccurate. Instead, public safety telecommunicators should be categorized as "Protective Service Occupations," which would appropriately recognize the critical protective work public safety telecommunicators perform – whether it might be coaching callers through CPR, providing lifesaving medical instructions, assessing scene safety for emergency response, assisting with the delivery of a baby or triaging 9-1-1 calls during an active shooter incident.

In September 2025, the Senate unanimously passed bipartisan legislation (the Enhancing First Response Act, S.725) to correct the SOC, marking the first time reclassification legislation has passed a chamber of Congress. The bill directs the Office of Management and Budget (OMB) to reclassify public safety telecommunicators as "protective service" occupations, recognizing the lifesaving nature of their work. Bipartisan legislation has also been reintroduced in the House (the 9-1-1 SAVES Act, H.R. 637).

APCO also simultaneously continued to push OMB to correct the classification on its own, as part of its review of the SOC for a potential 2028 revision. To that end, APCO has submitted comments to OMB that detail the compelling case for reclassifying public safety telecommunicators. On April 24, 2026, the House Appropriations Committee submitted a report accompanying the Financial Services and General Government Appropriations Act, 2027 (H.R. 8495), which would provide FY2027 appropriations for the OMB, directing OMB to consider as part of its SOC update establishing a job code for public safety telecommunicators as a subset of protective service occupations. Should OMB decide not to do so, the Director must send a report to the Committee explaining the decision within 90 days after announcing the final decision in the Federal Register.

PROMOTING FEDERAL POLICIES TO STRENGTHEN PUBLIC SAFETY COMMUNICATIONS

Over the last year, APCO advocated for federal policies to protect and strengthen public safety communications in several proceedings before the FCC.

APCO, together with the International Association of Chiefs of Police (IACP), the International Association of Fire Chiefs (IAFC), and the National Sheriffs' Association (NSA), filed comments with the FCC in support of Qualcomm Incorporated's petition for rulemaking to enable the operation of sidelink technology for off-network device-to-device communication. In its filing, APCO emphasized that the public safety community welcomes the development of new 5G services and technologies that leverage global 3GPP standards to meet mission-critical needs, allowing for the introduction of high-performing, cutting-edge, and cost-effective applications and services that empower public safety agencies and protect our communities, independent of network infrastructure. Ensuring that public safety communications can continue uninterrupted, even when traditional networks are unavailable, is a public safety imperative. Sidelink will support continuity of operations, real-time situational awareness and coordinated response efforts when traditional networks are unavailable, strengthening public safety's ability to operate during the most critical moments.

APCO submitted a filing in the FCC's proceeding on the deployment of cell signal jamming technologies to combat contraband phones in correctional facilities. APCO recognized the urgency and importance of addressing the dangers posed by contraband phones and supported exploring technical solutions to address threats to law enforcement and public safety, including the development of a regulatory framework to allow for the effective and safe deployment of cell signal jammers. APCO emphasized that cell signal jamming technologies must be deployed in a deliberate and thoughtful manner to avoid potential unintended consequences for public safety communications and recommended that the Commission explore and adopt appropriate technical safeguards governing the use of cell signal jammers prior to their deployment.

APCO also submitted a letter to the FCC, together with IAFC, IACP and NSA, expressing concerns regarding a petition submitted by NextNav to alter the rules governing the lower 900 MHz band. The letter expressed support for exploring the development of alternative positioning, navigation, and timing (PNT) technologies and solutions, but emphasized that NextNav's proposed solution could negatively affect existing operations essential to the preservation of life and safety. APCO urged the FCC to deny the NextNav Petition and refrain from making any changes to the lower 900 MHz band. Instead, APCO encouraged the FCC to continue pursuing PNT solutions to support public safety while ensuring that incumbent life-safety systems remain fully protected.

APCO expressed its support to the FCC for the Safer Buildings Coalition's Petition for Rulemaking on Part 90 signal boosters. Signal boosters play a vital role in ensuring that public safety communications remain reliable in areas where radio signals would otherwise be blocked, including in-building, underground and other challenging environments. However, the Commission's current rules governing industrial signal boosters, originally adopted in 2013, would benefit from updates to address gaps that have contributed to inconsistent deployments, instances of harmful interference and diminished confidence among licensees. APCO emphasized that Commission action is needed to improve coordination between the signal booster installers, building owners, contractors, certified public safety frequency coordinators, fire and building code enforcement officials, and licensees to ensure the proper implementation of industrial signal boosters. APCO urged the FCC to initiate a rulemaking proceeding to revise its existing rules to ensure that building owners and their contractors have a clear understanding of applicable requirements, establish processes to increase licensee awareness when signal booster implementations occur in their jurisdictions and ensure interference-free operations for public safety agencies. APCO suggested adopting technical safeguards to prevent interference, establishing minimum training and competency standards for installers and vendors, and facilitating coordination with certified public safety frequency coordinators.

APCO also expressed support for the FCC's initiative to modernize the nation's alerting systems, the Emergency Alert System (EAS) and Wireless Emergency Alerts (WEA), to ensure these systems are effective, reliable and aligned with modern communication capabilities. While emergency alerts have proven to be an essential and lifesaving tool, examining EAS and WEA "from the ground up" will help ensure our nation's alert and warning systems remain relevant and effective as technology advances and public safety needs evolve. For emergency alerts to be most effective, they must be delivered through the media platforms people most commonly use to access audio and visual content. APCO therefore encouraged the FCC to modernize emergency alerts by aligning their distribution with modern media consumption, extending delivery to streaming audio and video services. APCO also asked the Commission to further modernize emergency alerts by supporting multimedia in WEA, particularly thumbnail-sized images for AMBER alerts. At the same time the Commission pursues the modernization of emergency alerts, the Commission should preserve the principles and baseline requirements that have been critical to their success. In this regard, to preserve public trust in EAS and WEA messages, APCO urged that emergency alerts should be issued solely by governmental entities authorized by the Federal Emergency Management Agency (FEMA) as alert originators. To avoid overuse and consumer opt-out, alerts should be limited to warning the public about emergencies and providing information that promotes safety of life and property. Finally, APCO urged the Commission to actively monitor — and where appropriate, enforce — compliance with the Commission's geotargeting requirements to make sure alerts are accurately delivered only to those for whom they are relevant.

In June 2026, the FCC adopted targeted requirements to help secure the EAS against cybercriminals or our nation's adversaries and prevent the transmission of false EAS messages as well as safeguard the uninterrupted delivery of legitimate EAS messages. The FCC also proposed additional measures to strengthen and modernize emergency alerts, including requiring the authentication of all EAS messages before they are transmitted, improving the accuracy of WEA geotargeting, and incorporating the use of standardized symbology that can help recipients understand the nature of the threat. APCO will continue to engage with the FCC on these issues to ensure our members have a voice in the development of federal policies governing the delivery of emergency alerts.

REAUTHORIZING THE NATION'S PUBLIC SAFETY BROADBAND NETWORK

In 2012, Congress passed legislation resulting in FirstNet, a nationwide broadband network built exclusively for first responders. APCO was an active participant in shaping FirstNet's technical requirements and standards. APCO continues to serve a central role in the FirstNet governance structure through its representation on the Public Safety Advisory Committee, ensuring that the network remains accountable to the public safety users who rely upon it. Millions of public safety professionals — including many of APCO's members — depend upon FirstNet service and

equipment in support of their lifesaving missions. Legislation to reauthorize FirstNet (H.R. 7386) has passed the House. This action in the House followed a hearing by the Senate Commerce, Science, and Transportation Subcommittee on Telecommunications and Media, where APCO CEO and Executive Director Mel Maier urged swift reauthorization of FirstNet with strong governance and public safety oversight. APCO will continue to advocate for reauthorization legislation that preserves FirstNet's ability to serve the nation's first responders.

STANDARDS

APCO remains committed to ensuring that public safety communications professionals play an active role in the development of standards affecting the emergency communications industry. Throughout the year, the Standards Development Committee, along with its subcommittees and working groups, continued advancing standards that support current and emerging operations, training initiatives, and technologies. Several key activities were successfully conducted during the year, including:

- Standard revisions working groups formed: APCO launched a call for volunteers for several working groups. Selected volunteers collaborated during the year to address revisions, updates and enhancements to existing standards and to support the development of guidance responsive to evolving industry needs and operational practices.
- Publications of final standards: Several standards were approved for release and published:
 - » An updated version of the APCO/NENA Standard for the Establishment of a Quality Assurance and Quality Improvement (QA/QI) Program for Emergency Communications Centers.
 - » APCO American National Standard (ANS) Best Practices for Artificial Intelligence Integration into the Emergency Communications Center.
 - » Core Competencies and Minimum Training Standards for Public Safety Communications Quality Assurance Evaluators (QAE) (APCO ANS 3.106.3-2026).
 - » Core Competencies and Minimum Training Standards for Public Safety Communications Training Coordinator (APCO ANS 3.104.3-2026).



Professional Development

CURRICULUM DEVELOPMENT

Each year, the Institute reviews and updates select courses to ensure content reflects current information, industry best practices and emerging trends. Throughout this process, volunteer subject matter experts (SMEs) from across the United States collaborate with APCO staff to evaluate, update and strengthen course materials. Three courses underwent curriculum updates and were released this year, while several additional courses are in the process and will be released soon.



NEW EDITIONS/VERSIONS

Four courses were revised this year, resulting in new editions or versions. Changes were incorporated into Customer Service in the ECC, 2nd Edition, improving the curriculum by addressing real-world applications that help ECC professionals balance empathy, efficiency and professionalism. Instructor Techniques, 3rd Edition, was updated to strengthen and improve training delivery for public safety communications professionals. Emergency Medical Dispatch Manager, 1st Edition, was updated to release Version 2, and Emergency Medical Dispatcher 5th Edition, released Version 5, both of which included curriculum enhancements as well as updates supplied from the APCO EMD guidecard deck. These curriculum updates support APCO's ongoing commitment to providing relevant, up-to-date and high-quality training that meets the evolving needs of the industry.

NEW INITIATIVES

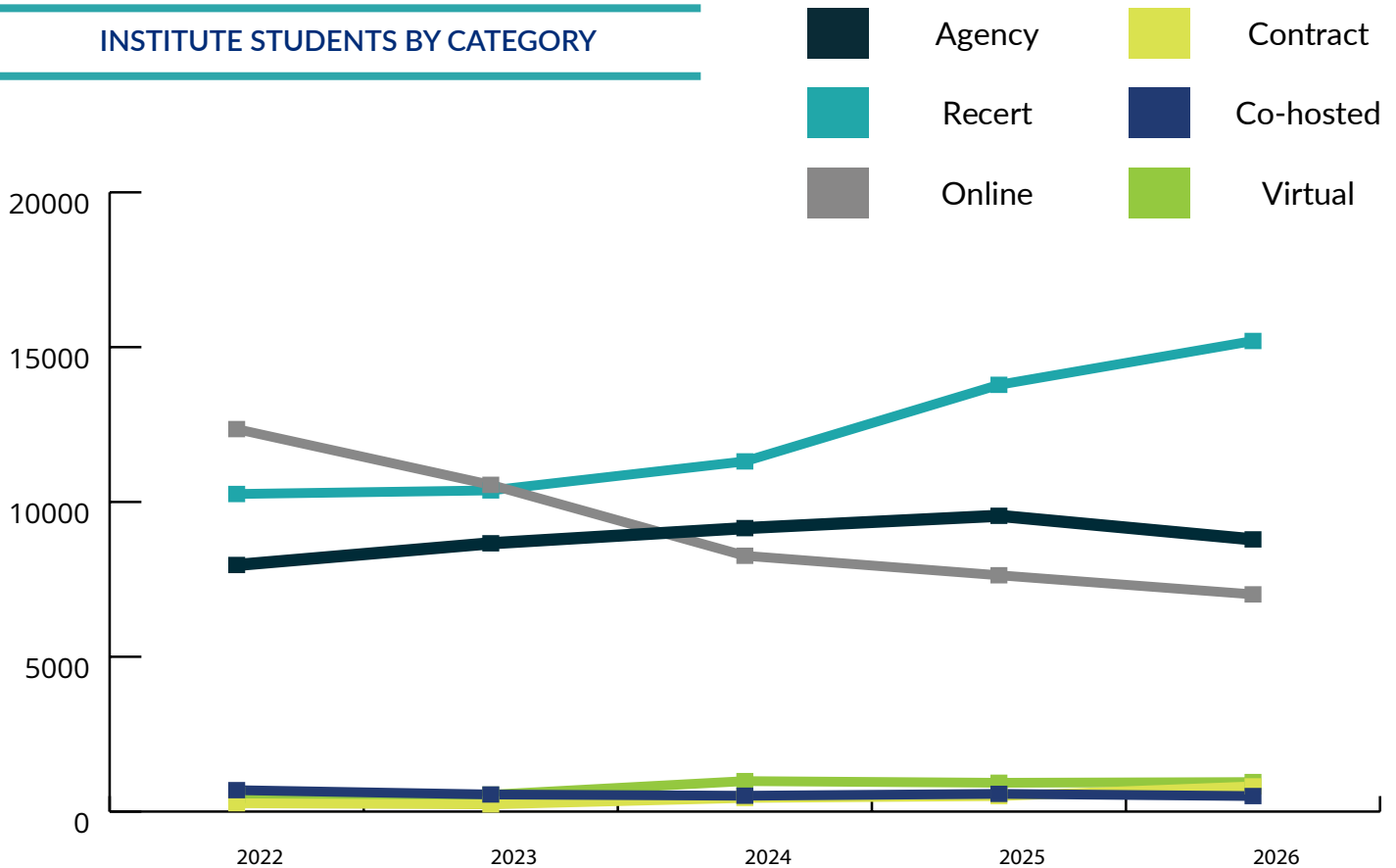
To meet the demands of professional development options and expedite certification pathways, APCO introduced a new pilot program — APCO course bundles for Public Safety Telecommunicator 1 (PST), Emergency Medical Dispatch (EMD) and the core discipline instructor-level training programs. These bundled offerings combined some of APCO's most popular online courses into coordinated learning tracks designed to simplify registration and help participants achieve certification more efficiently. Three bundle options were launched during the year, including PST 1/EMD, PST/PST Instructor and EMD/EMD Instructor. These provided greater flexibility and convenience for learners seeking to advance their careers and support agencies to develop highly trained emergency communications professionals.

An additional track was developed this year for the APCO Illuminations Program, offering topics of interest and relevance to those in supervisory and managerial positions. Registration opened toward the end of the year, with the inaugural track topic beginning in July.

UPCOMING CURRICULUM MODIFICATIONS

Revised editions of current courses planned for launch during the next fiscal year include Public Safety Telecommunicator 1 (8th Edition). Additionally, workgroups were formed to begin development of new editions for Active Shooter Incidents (3rd Edition), Comprehensive Quality (2nd Edition) and Emergency Medical Dispatcher (6th Edition). Following the launch of PST 1, 8th Edition, for the U.S., a development period to adapt material for PST, 8th Edition, Canada, is also planned.

INSTITUTE STUDENTS BY CATEGORY



CONTINUING DISPATCH EDUCATION RESOURCES

Continuing dispatch education (CDE) remains essential for helping public safety communications professionals maintain certifications, stay current with industry trends and strengthen their skills. Beyond the CDE opportunities available through APCO Institute courses, members also had access to a wide range of supplemental learning resources, many of which were offered at no additional cost. Alternate options to earn CDEs included live and on-demand webinars, article quizzes based on content published in APCO's PSC magazine, and educational opportunities offered at events. These flexible learning options allowed professionals to incorporate continuing education into busy schedules while supporting ongoing professional development throughout the year.

SCHOLARSHIP PROGRAM

The APCO Silent Key and Commercial Advisory Partner Scholarship Program continued to play an important role in supporting APCO members pursuing professional development and career advancement opportunities. This year, 109 APCO members were awarded a total of \$99,500 in scholarship funding. Recipients represented a broad spectrum of professional roles within the public safety communications community. These awards enable

recipients to participate in APCO Institute training and educational opportunities, as well as leadership development programs.

The continued success of the program is made possible through the generous support of donors and charitable partners, including the Motorola Solutions Foundation.

ILLUMINATIONS

The Illuminations CDE Program offers specialized learning tracks with new subjects delivered monthly, each delivering targeted content that meets the unique needs of its audience. Tracks offered include Emergency Medical Dispatch (EMD), Communications Training Officer (CTO), a general track and a new Communications Supervisor Track, which opened for registration for courses beginning July 1. This new track expands Illuminations' professional development offerings and provides supervisors with focused training designed to strengthen leadership, operational oversight and management skills within emergency communications centers. Students enrolled in the Illuminations CDE Program earn 12 credits with an annual subscription.

STATE-APPROVED APCO COURSES

The APCO Institute expanded its partnership with the Michigan State 911 Administration Portal (MiSNAP) to include approval of APCO courses.

LEADERSHIP PROGRAMS

CERTIFIED PUBLIC-SAFETY EXECUTIVE (CPE) PROGRAM

APCO's Certified Public-Safety Executive (CPE) Program continued to strengthen its reputation as the leading executive-level professional designation in the emergency communications profession. During the past year, Classes 18 and 19, totaling 29 public safety communications professionals from across the U.S., successfully completed the program, culminating in the capstone course experience. With these graduates, the program has now recognized a total of 296 CPE professionals nationwide. APCO is excited to celebrate the milestone of 300+ CPE program graduates with the completion of Class 20 in September 2026.

An alumni event held early in the fiscal year during APCO 2025 provided graduates with an opportunity to reconnect, exchange insights and strengthen professional relationships, with another gathering planned for APCO 2026. Now in its second year, the CPE Graduate Town Hall also continued throughout the year as a virtual forum connecting graduates from every CPE class. The Town Hall provides a collaborative space for alumni to discuss emerging issues, share experiences and explore innovative approaches to challenges facing public safety communications agencies and the profession as a whole.

In addition, the CPE 404 session held the day after the APCO conference serves as one of these collaborative gatherings, further strengthening connections among alumni and reinforcing the program's commitment to ongoing professional development and leadership engagement.

REGISTERED PUBLIC-SAFETY LEADER (RPL) PROGRAM

APCO's Registered Public-Safety Leader (RPL) Program continued to be a premier managerial development opportunity for public safety communications professionals seeking to expand their influence and advance their careers. Strong interest and positive participant feedback reflect the program's ongoing success in preparing individuals for supervisory and management roles within emergency communications agencies.

During the fiscal year, APCO delivered ten RPL programs, welcoming 81 new graduates into the growing network of RPL graduates. These graduates demonstrated a strong commitment to professional growth and leadership excellence in public safety communications. Members of this year's graduating class will be recognized during the RPL Graduate Breakfast at APCO 2026, held to celebrate their accomplishments and dedication to advancing leadership within the profession.

Products & Services

APCO CRITERIA-BASED PROTOCOLS

APCO IntelliComm® continued to expand its impact in public safety communications through new product offerings and enhanced delivery models designed to meet evolving agency needs.

APCO introduced its guidecards in e-book format, providing agencies with a modern, digital guidecard experience that delivers APCO protocols in a flexible, accessible format. The e-book enables telecommunicators to quickly access guidecard content in a format that is easy to deploy, maintain and update, and supports offline access to ensure continuity during network disruptions or in environments with limited connectivity.



IntelliComm also expanded its reach through new agency engagements and continued adoption, reflecting sustained demand for adaptable, criteria-based call handling solutions. These efforts reinforce IntelliComm's role in supporting consistent, high-quality emergency response.

APCO further enhanced the IntelliComm platform through application performance improvements and the introduction of single sign-on (SSO), improving system responsiveness while simplifying user access and authentication. These updates help reduce administrative overhead and provide agencies with a more streamlined and efficient user experience.

APCO AGENCY TRAINING PROGRAM ACCREDITATION

After a comprehensive review process, APCO's Training Program Accreditation (ATPA) Program awarded accreditation to 25 emergency communications centers (ECCs) during the fiscal year. All ECCs earned accreditation by meeting the APCO ANS 3.103.2-2015 Minimum Training Standards for Public Safety Telecommunicators. The newly accredited ECCs will be honored during the Food for Thought Luncheon at APCO 2026.

In addition, the ATPA Bridge application was offered during the year for recently accredited agencies looking to align with the newly revised APCO American National Standard (December 2025). Agencies were required to address the ATPA elements that have changed under the revised standard, allowing for continued accreditation.

A free webinar was also held during the year, covering the ATPA process for interested agencies seeking to learn more about accreditation. The webinar featured experienced committee members who shared guidance and best practices on key aspects of the review process, as well as the benefits of being an ATPA committee volunteer. A total of 150 people registered for this webinar.

APCO CONSULTING SERVICES

APCO Consulting Services (ACS) continued to advance APCO's vision by connecting emergency communications centers (ECCs) with experienced professionals who understand the realities of the field. Rooted in a "members helping members" approach, ACS delivers peer-led support that fosters shared learning, meaningful partnerships and the exchange of proven practices across the public safety communications community.

In 2026, ACS significantly expanded its consulting capacity, growing its network of subject matter experts from six to fifteen. This broadened APCO's ability to serve ECCs nationwide, bringing a deeper and more diverse range of perspectives, expertise and lived experience to each engagement. As a result, ACS is better positioned to meet increasing demand while delivering timely, high-quality insights that strengthen agencies and support the evolving needs of the public safety communications community.

ACS further strengthened its service portfolio to address the evolving needs of ECCs. In addition to its core peer-driven gap analyses — covering operations, staffing and retention, training, and technology — ACS introduced new offerings, including health and wellness assessments and the development and refinement of standard operating procedures. These services provide a comprehensive view of agency performance, examining not only operational frameworks but also the organizational culture impacting recruitment, retention and long-term workforce sustainability.

Throughout the year, ACS engaged with agencies to deliver tailored guidance that supports strategic planning and operational effectiveness. This work reinforced ACS's role as a trusted partner and advocate for the public safety communications profession. Health and wellness remained a central priority. Recognizing the critical role well-being plays in workforce resilience, ACS expanded access to resources through collaboration with trusted partners and focused on developing a comprehensive wellness toolbox. This approach equips agencies and telecommunicators with adaptable, practical resources to support individualized and sustainable paths to well-being.

By leveraging the collective expertise of APCO members, ACS ensures that agencies are not navigating challenges alone, but alongside peers who have faced similar experiences. Through this shared commitment to excellence, ACS continues to strengthen ECCs, support the workforce and advance the public safety communications profession nationwide.



Technical Assistance

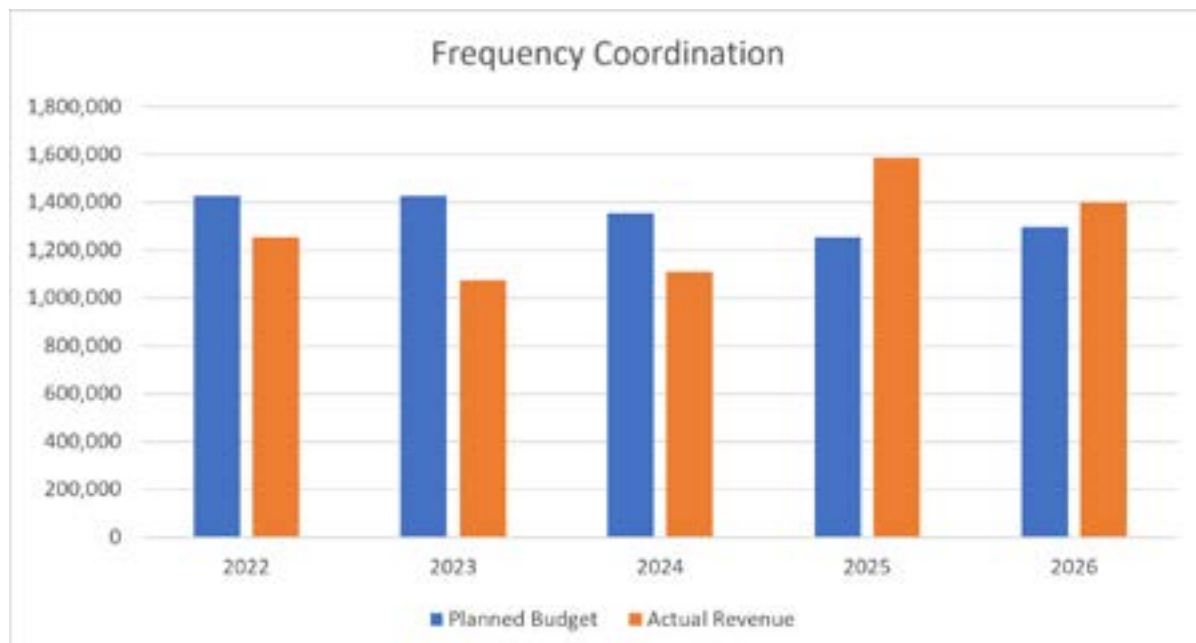
AFC serves as APCO's spectrum management division, delivering comprehensive radio frequency coordination and regulatory support services to public safety agencies nationwide. Through its broad portfolio of services — including Part 90 frequency coordination, licensing services, engineering services and microwave coordination services — AFC helps ensure that public safety communications systems operate efficiently, reliably and in full compliance with FCC regulations. AFC's technical expertise, industry knowledge and long-standing relationships with public safety stakeholders position the organization as a trusted partner for agencies seeking effective spectrum management solutions in an increasingly complex communications environment.

FREQUENCY COORDINATION

Frequency coordination under Part 90 remains the cornerstone of APCO-AFC's mission and operational activities. As the recognized leader among public safety frequency advisory committees (FACs), APCO-AFC continued to establish the benchmark for technical excellence, customer service, responsiveness and integrity throughout the coordination process. APCO works closely with public safety agencies, consultants, manufacturers and regulatory entities to ensure efficient spectrum utilization while minimizing interference and protecting mission-critical communications systems.

Over the past year, AFC experienced exceptional growth in both revenue generation and market share, reflecting the continued trust and confidence placed in APCO by licensees, industry partners and regulatory stakeholders nationwide. This growth is a direct result of AFC's commitment to providing timely application processing, accurate engineering analysis, practical spectrum solutions and consistent regulatory guidance to its clients.

APCO-AFC's success is also driven by its deep understanding of the unique operational and interoperability requirements of public safety communications systems. The organization remains actively engaged in supporting emerging technologies, narrowbanding and rebanding initiatives, statewide interoperability systems, and evolving spectrum policies that impact the public safety community. By maintaining a strong focus on spectrum efficiency, regulatory compliance and customer support, APCO continues to strengthen its position as the preferred frequency coordination provider for public safety agencies across the United States.



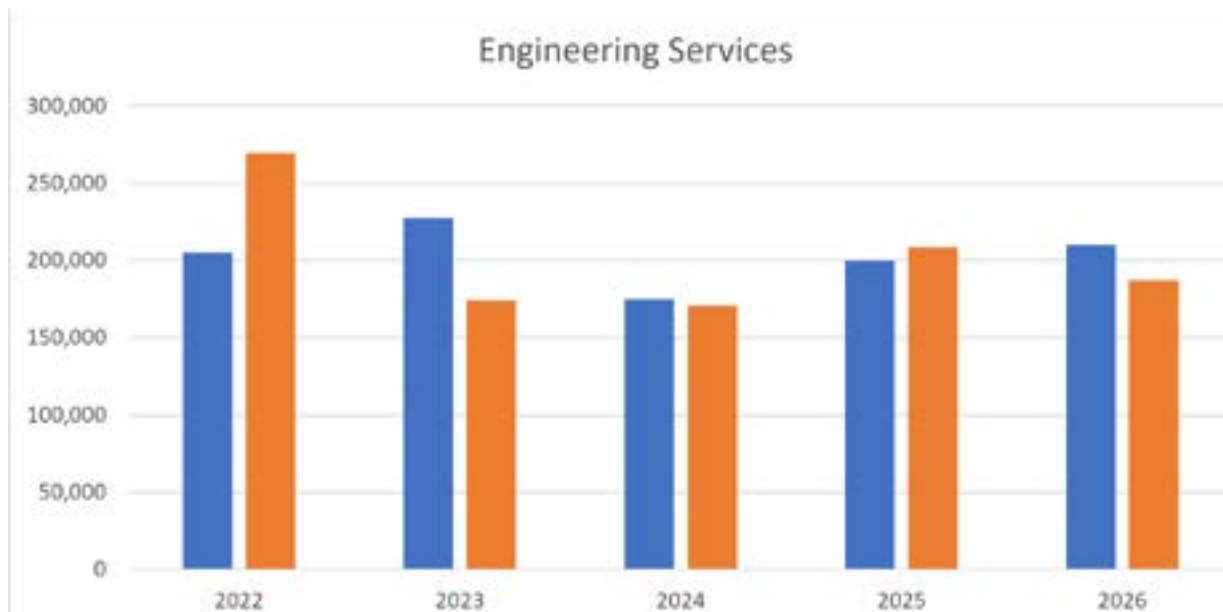
ENGINEERING SERVICES

AFC's engineering services include feasibility studies to assess the availability and suitability of radio spectrum, detailed interference analyses to evaluate potential impacts on co-channel and adjacent-channel licensees, RF propagation and coverage modeling, Canadian border coordination studies, contour mapping, and system optimization analyses. AFC also provides specialized expertise in channel planning and channel allocation within the 700 MHz and 800 MHz public safety safety bands, including support for interoperability systems, regional planning requirements and trunked radio system deployments.

In addition, AFC offers engineering support for microwave system design and coordination, helping agencies develop high-capacity, mission-critical backhaul networks that support voice, data, video and next-generation public safety applications. As public safety agencies continue to modernize their communications infrastructure and expand broadband connectivity requirements, AFC's microwave engineering capabilities have become an increasingly important component of its service portfolio.

AFC's consistent and impressive growth in this area reflects both the growing complexity of public safety communications systems and the increasing demand for experienced spectrum management and engineering expertise. AFC's reputation for technical precision, practical problem-solving, regulatory knowledge and responsive customer support has enabled the organization to become a trusted engineering resource for agencies across the country.

The continued expansion of AFC's engineering and microwave coordination services has also contributed significantly to overall organizational growth and revenue generation. Agencies increasingly rely on AFC not only for frequency coordination, but also for comprehensive technical guidance throughout the lifecycle of their communications projects — from initial system planning and spectrum analysis through licensing, implementation and ongoing regulatory support.



LICENSING SERVICES

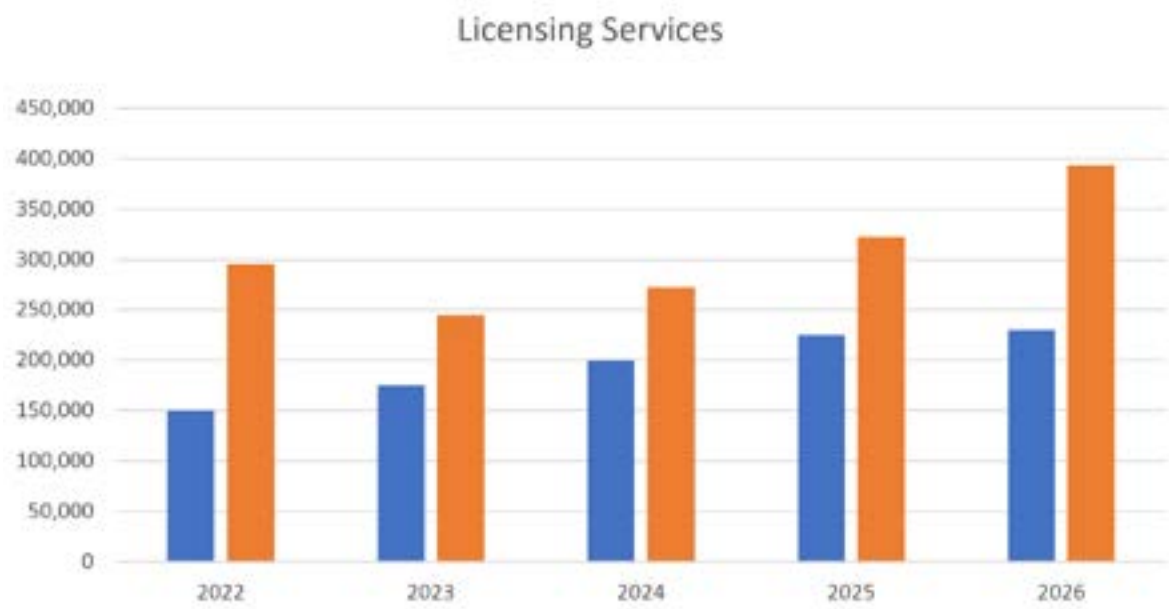
APCO licensing services provide comprehensive, full-service support for the FCC licensing and regulatory compliance needs of public safety agencies and critical infrastructure entities nationwide. Supported by a knowledgeable and highly experienced staff, the licensing services team specializes in the preparation, submission and management of FCC applications, ensuring accuracy, efficiency and compliance throughout the licensing process.

The team possesses extensive expertise in FCC Universal Licensing System (ULS) policies and procedures, Part 90 rules and regulations, frequency coordination requirements, and spectrum management practices. APCO licensing services assists agencies with a wide range of licensing activities, including new applications, modifications, renewals, assignments, transfers, administrative updates, special temporary authority (STA) requests, waiver requests and complex multi-site system licensing projects.

Since its establishment in 2001, APCO licensing services has evolved and expanded its portfolio of offerings to meet the changing needs of the public safety communications community. In addition to traditional FCC licensing support, APCO has successfully developed and expanded specialized services such as license management services and Letters of Concurrence (LOC) processing. These value-added services provide agencies with enhanced operational support by simplifying ongoing regulatory compliance, renewal tracking, spectrum planning and coordination activities.

Over the past several years APCO has experienced substantial growth in demand for its license management services. Increasingly, public safety agencies are recognizing the importance of proactive license administration and regulatory oversight in maintaining uninterrupted communications operations. APCO's license management services help agencies track license expiration dates, monitor construction and renewal deadlines, maintain accurate FCC records, and navigate evolving regulatory requirements, thereby reducing the risk of license cancellation, non-compliance, or operational disruption.

This sustained growth reflects APCO's reputation as a trusted and reliable partner in public safety spectrum management and regulatory support. Agencies continue to rely on APCO licensing services not only for application processing expertise, but also for strategic guidance and long-term management of increasingly complex communications system portfolios. By providing responsive customer service, technical accuracy and comprehensive regulatory knowledge, APCO licensing services continue to play a critical role in supporting the communications needs of public safety entities across the nation.



P25 CAP AND CAPRAD HIGHLIGHTS

Along with the National Association of State Technology Directors (NASTD) and the Federal Government, APCO established Project 25 (P25) in the early 1990s to create standards for the design and manufacture of interoperable digital two-way wireless communications products. P25 is overseen by a steering committee consisting of representatives from public safety end-user organizations. APCO currently supplies the chairmanship of the P25 steering committee.

APCO technical staff continued to support the Department of Homeland Security's Science and Technology Directorate (DHS S&T) through two contracted programs — the computer assisted pre-coordination resource & database (CAPRAD) system and the Project 25 compliance assessment program (P25 CAP).

APCO's P25 CAP team provides both technical and policy guidance for the testing of public safety radio equipment developed and built to the Telecommunications Industry Association's TIA-102 series of standards, used in almost all public safety radios and infrastructure relied upon by first responders. The team also continues to review and approve manufacturer equipment test submissions for inclusion on DHS's approved (grant-eligible) equipment list. This year, the APCO P25 CAP team completed a full audit of the listings on the DHS-approved (grant-eligible) equipment list, to remove equipment no longer offered for sale and ensure that the equipment listed meets current test standards.

APCO has continued to provide support to the National Regional Planning Council (NRPC). This support comes in the form of access to state-of-the-art engineering software (Spectrum-E) and 24/7 access to improved CAPRAD functionality. APCO has also worked closely with NRPC to provide a series of webinars in support of the 700 & 800 MHz regional planning committees. APCO and NRPC have worked closely to plan a one-day, in-person technical seminar that is held in conjunction with the APCO Annual Conference & Expo, something that is essential for disseminating technical information about CAPRAD and improving professional practices. The in-person seminar yields regional participation and peer-to-peer interaction, which results in improved productivity for the NRPC in fulfilling its regional planning duties.



Publications

In the 2025-2026 fiscal year, APCO issued the following publications:

- 6 bimonthly editions of PSC Magazine.
- 51 editions of PSC eNews weekly newsletter.
- 12 editions of Membership Minute monthly newsletter.
- 12 editions of Training Connection monthly newsletter.
- 41 press releases on various topics relevant to the public safety communications community.



Events

91ST ANNUAL CONFERENCE & EXPO JULY 27-30, 2026 | BALTIMORE, MD

APCO 2025 brought together more than 5,000 attendees for a highly successful and engaging event that exceeded expectations across participation, innovation and community impact.

ATTENDANCE AND PARTICIPATION

The conference featured strong industry engagement, including:

- 228 exhibitors
- 27 sponsors
- 142 volunteers

Exhibit and sponsorship sales surpassed financial projections, with an impressive 84% exhibitor retention rate from previous years, demonstrating continued confidence and value in APCO's premier event.

REIMAGINED SPACES AND ENHANCED EXPERIENCES

Several major areas of the conference were redesigned to elevate the attendee experience. The APCO Pavilion underwent a complete transformation, offering a modern, visually engaging environment created through collaboration across APCO departments and leadership. At its center, the APCO Theater hosted 16 sessions on APCO-related topics. The pavilion also included two dedicated spaces for private meetings and served as a central hub for attendee support and information.

Additional updates included redesigned Presentation Theater and registration areas, as well as the introduction of new attendee engagement areas across the expo hall.

Highlights included:

- **Career Center:** A dedicated space for professional growth featuring career advancement sessions, expert resume reviews and a professional headshot lounge.
- **Wellness Zone:** A highly attended area focused on well-being, featuring a blood drive, Paws & Play puppy lounge, VR zen escape stress-relief experience, Painting for Purpose (with artwork donated to local Baltimore hospitals), and recreational activities such as table tennis and cornhole. All activities were sponsor-supported.

The expo hall also showcased two large-scale, media-attracting displays:

- **THOR (Tactical Homeland Operations Resource):** A mobile emergency communications center demonstrating live 9-1-1 call taking and dispatch capabilities.
- **Deployable Trunking System:** Presented by the National Capital Region Communications Interoperability Group, highlighting standalone communication capabilities for large-scale events and emergencies.

INNOVATION AND PROFESSIONAL DEVELOPMENT

Guided by attendee feedback and the Professional Development Events Committee (PDEC), APCO introduced two new educational tracks:

- **Mastering Media & Public Engagement** — focused on communication strategy and community outreach.
- **Training Essentials** — highlighting foundational and innovative training approaches for public safety professionals.

The Cutting Edge track was reimaged to emphasize collaboration with federal partners and showcase national-level initiatives in public safety communications.

A major highlight was the fully operational remote 9-1-1 center located on the show floor, taking live emergency calls directly from the convention center. This immersive demonstration of next-generation emergency communications generated significant media attention.

APCO also introduced its first AI-powered event assistant available via the conference website and mobile app to enhance attendee experience and navigation.

SAFETY AND SECURITY

A comprehensive safety plan, developed in partnership with Visit Baltimore, the Baltimore Police Department, Tactical Protective Services (TPS) and other stakeholders, was executed successfully. Attendees consistently commented on the visible and active presence of security personnel, contributing to a strong sense of safety throughout the event.

GIVING BACK

APCO's Young Professionals Committee partnered with Weekend Backpacks to host a school supply and hygiene drive, collecting 6,025 items. These were assembled into backpacks and distributed to children in need throughout Baltimore.

The Sunshine Fund hosted two successful fundraising initiatives in support of public safety communications professionals facing life-altering hardships:

- 9-1-1 Appreciation Night at Oriole Park at Camden Yards, with \$5 from each ticket benefiting the fund.
- A conference-wide campaign where attendees donated \$10 at the APCO Store in exchange for an "I Support the Sunshine Fund" button, raising both awareness and funds.

Overall, the APCO 2025 Annual Conference demonstrated continued growth, high engagement, and meaningful contributions to both the public safety communications industry and the host community.

AI SUMMIT

OCTOBER 7-8, 2025 | ORLANDO, FL

More than 260 attendees gathered at the APCO AI Summit to explore how artificial intelligence (AI) is transforming emergency communications. AI is a hot-button topic in public safety, and the strong attendance reflected continued interest and the need for deeper understanding of this rapidly evolving technology.

Sessions covered a wide range of topics, from defining AI and its role in training to examining the ethical and legal considerations of implementing AI in emergency communications centers (ECCs). The event was supported by 14 sponsors, and strong demand allowed APCO to maximize sponsorship engagement.



WELLNESS & WORKFORCE SUMMIT

FEBRUARY 18-19, 2026 | PHOENIX, AZ

Building on the success of previous wellness and staffing summits, this event welcomed 185 attendees and was supported by 12 sponsors. Through innovative, practical and evidence-based strategies, sessions moved beyond traditional wellness approaches to present an integrated framework for both individual and organizational resilience emphasizing the full employee experience, including recruitment, retention, culture, leadership and wellness. Key challenges identified by participants included leadership development, workplace culture and toxic behavior mitigation, recruitment and retention, burnout prevention, and managing technological change.



9-1-1 IMPACT AWARDS

APRIL 22, 2026 | WASHINGTON, DC

In its second year, the 9-1-1 Impact Awards continue to grow as a premier celebration of excellence in public safety communications, with this year's program marking a significant milestone.



Attendance was nearly double that of 2025, reflecting expanding engagement and a new collaboration with the NG9-1-1 Institute. The event also welcomed eight more sponsors than the prior year, underscoring its increasing visibility, value and support within the public safety community.

2026 winners included:

- Congressman Troy A. Carter, Sr. (LA-02), U.S. Representative for Louisiana's 2nd Congressional District
- Congressman Neal Dunn, M.D. (FL-02), U.S. Representative for Florida's 2nd Congressional District
- Congressman Richard Hudson (NC-09), U.S. Representative for North Carolina's 9th Congressional District
- Zenji Nakazawa, Bureau Chief, Public Safety and Homeland Security Bureau (PSHSB), Federal Communications Commission
- Megan Noland, Executive Director, Major County Sheriffs of America (MCSA)

NG9-1-1 Institute's 9-1-1 Honor Awards

- Citizen in Action Award - Fairfield Ludlowe High School's American Sign Language Club
- Steve Souder Government Leader Award - Staff of the FCC's Public Safety and Homeland Security Bureau

2026 CORPORATE PARTNERS

This year the corporate partner program had 20 total participants, the highest participation since 2019.

- Platinum: FirstNet Built by AT&T, Motorola, Eventide Communications, Axon Enterprise, RapidSOS and Carbyne
- Gold: Onstar, Aurelian, JVC Kenwood
- Silver: Tyler Technologies, INdigital, GovWorx, NGA, Intrado and Allerium
- Bronze: T-Mobile, NICE, EMERES, GeoComm, and Pulsiam



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