



APCO
International

Leaders in Public Safety Communications®

2022

ANNUAL REPORT



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 35,000 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.

- a. Continue the fight for reclassification of frontline public safety telecommunicators within the protective service occupations in recognition of their life-saving work.
- b. Identify and promote federal legislation and regulations that address public safety communications needs.
- c. Pursue federal funding and other important objectives for Next Generation 9-1-1.
- d. Develop tools to help chapters advocate for issues of state or local importance.

2. Strengthen internal and external communications to provide clear messaging between all stakeholders.

- a. Facilitate clear and consistent two-way communication among all levels of the association.
- b. Improve the consistency of messaging being delivered through association and chapter leadership to ensure understanding.
- c. Issue timely messaging leveraging all appropriate communications outlets.
- d. Bring public awareness to the issues of importance in public safety communications.

3. Fulfill the professional development needs of public safety communications.

- a. Ensure course content is relevant, timely and accurate.
- b. Anticipate, identify and develop future training to address the needs of public safety communications professionals.
- c. Explore alternative training delivery methods.
- d. Research and implement strategies concerning the operational impacts on Emergency Communications Center (ECC) staff and their well-being in a Next Generation 9-1-1 environment.
- e. Promote cybersecurity hygiene within ECCs.

4. Enhance the engagement of membership.

- a. Effectively promote the benefits of membership.
- b. Promote competent and visionary association governance.
- c. Utilize and enhance commercial members as a resource.
- d. Encourage active participation in committees, task forces, and work groups.
- e. Develop new services and opportunities to add member value.
- f. Increase attendance at the Annual Conference & Expo.
- g. Extend membership appeals to related sectors, including IT, GIS and emergency management.

5. Advance APCO's position as the premier public safety communications standards setting body.

- a. Increase awareness of APCO as an American National Standards Institute (ANSI) accredited Standards Development Organization.
- b. Educate key APCO audiences on the Standard Development Process.
- c. Ensure APCO committees, task forces and work groups tap into trends in the public safety communications sector to anticipate and identify new standards development needs.
- d. Utilize a variety of research methods to determine appropriate standards content.
- e. Promote APCO standards to members and appropriate technical, legislative, and governmental bodies.

6. Sustain APCO's financial stability.

- a. Investigate options for increased revenue.
- b. Mitigate financial risk.
- c. Enhance corporate partner opportunities.
- d. Explore strategic alliances for growth.
- e. Examine international development opportunities in a prudent manner.

State of the Association

APCO International has excelled this year in finances, membership, program impact and is building for the future literally.

Plans were approved by the Board of Directors this spring for a 4,700 square foot expansion of the headquarters to allow for additional office space, meeting rooms, and a doubling of the existing conference and training room space.

We are able to confidently invest in the growth of our physical infrastructure because all departments are holding steady or expanding; especially on the rise are Institute training and APCO IntelliComm.

On the policy front, APCO International continues to be a strong voice for seamless interoperability of Next Generation 9-1-1 (NG9-1-1) deployments, including advocacy along with our public safety partners for significant federal funding for NG9-1-1 and supporting the functional NG specifications on a variety of industry working groups.

APCO continues to press federal officials to upgrade the classification of public safety telecommunicators as well as promoting their health and wellness. At the hub of nearly every emergency response is a public safety communications professional — quickly extracting key data from the caller, sending responders to the scene, guiding the caller until help arrives, monitoring for changes in route, relaying updates, and being that calm voice in the proverbial storm again and again, call after call. APCO will persist in seeking the respect and recognition that our profession deserves.

It truly takes a team of dedicated professionals among members and staff to lead APCO and we have the privilege to be surrounded by excellence who are enhancing communications for the safety of the public.



Jason E. Kern, CPE, RPL
President



Derek K. Poarch
Executive Director & CEO

Financial Stability

CONSOLIDATED BALANCE SHEET- JUNE 30, 2022 (UNAUDITED)

	INTERNATIONAL	PSFA	CONSOLIDATED TOTAL
Assets			
Cash & Investments	\$8,819,652.55	\$2,767,444.25	\$11,587,096.80
Accounts Receivable	\$2,543,001.37	-	\$2,543,001.37
Prepaid Expenses	\$1,075,590.40	\$20,723.00	\$1,096,313.40
Property & Equipment - Net	\$925,259.63	\$1,088,052.14	\$2,013,311.77
Investments	\$1,357,231.52	-	\$1,357,231.52
Total Assets	\$14,720,735.47	\$3,876,219.39	\$18,596,954.86

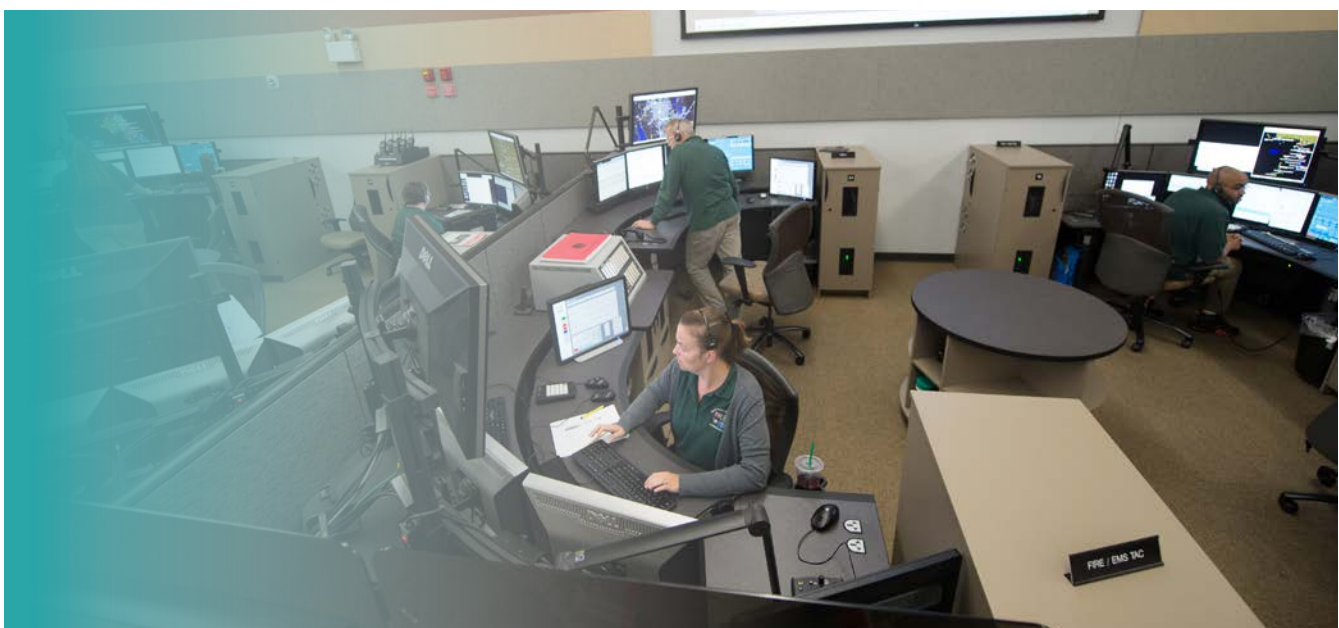
	INTERNATIONAL	PSFA	CONSOLIDATED TOTAL
Liabilities			
Accounts Payable	\$2,094,660.79	-	\$2,094,660.79
Accrued Expenses	\$462,284.68	-	\$462,284.68
Deferred Revenue	\$4,822,851.57	\$6,516.67	\$4,829,368.24
Total Liabilities	\$7,379,797.04	\$6,516.67	\$7,386,313.71

	INTERNATIONAL	PSFA	CONSOLIDATED TOTAL
Net Assets			
Unrestricted	\$7,071,033.43	\$3,596,155.72	\$10,667,189.15
Permanently Restricted	\$269,905.00	\$273,547.00	\$543,452.00
Total Net Assets	\$7,340,938.43	\$3,869,702.72	\$11,210,641.15
Total Liabilities & Net Assets	\$14,720,735.47	\$3,876,219.39	\$18,596,954.86

Membership

APCO International continues the trend of maintaining more than 35,000 members. The highest growth category is the Agency Group Memberships with eleven percent growth year-over-year. Nine chapters experienced double digit growth year over year.

MEMBER TYPE	7/1/2018	7/1/2019	7/1/2020	7/1/2021	7/1/2022
Public Safety Practitioners					
Associate Member	2,817	2,660	2,522	2,515	2,210
Full Member	4,958	4,627	4,392	4,262	4,124
Full Agency Member	5,975	6,504	8,367	8,211	8,413
Online Agency Member	16,385	18,796	18,548	19,991	20,502
Commercial					
Full Commercial Members	577	480	488	466	442
Commercial Group Members	167	213	151	214	264
Total Individual Members	30,879	33,280	34,468	35,659	35,955
Organizations					
Group Member Agencies	1,011	1,103	1,233	1,313	1,453
Commercial Group Companies	38	48	40	52	50
Total Organizations	1,049	1,151	1,273	1,365	1,503



Public Safety Expertise

ADVOCATING FOR NG9-1-1 FUNDING

APCO continues to work with partners in the public safety community to advocate for significant federal funding to promote the deployment of Next Generation 9-1-1 (NG9-1-1) in a manner that best serves the needs of public safety telecommunicators. With NG9-1-1, emergency communications centers (ECCs) should be able to receive emergency calls and related data from the public, then process, analyze, and share the emergency calls and related data with other ECCs and responders in the field, regardless of jurisdiction, device, software or service provider, and without the need for costly after-the-fact integrations or proprietary interfaces. Last year, the Public Safety NG9-1-1 Coalition, which includes APCO and the nation's major fire, EMS, and law enforcement associations, worked on a legislative proposal for a federal grant program that would achieve NG9-1-1 throughout the country. The proposal included language to ensure that NG9-1-1 is deployed in a secure, interoperable, non-proprietary and cost-efficient manner across the country. The legislative language earned bipartisan support, and the Chairwoman of the Federal Communications Commission (FCC) proposed funding NG9-1-1 with new spectrum auction revenue. APCO and the Coalition have been working to gain additional support and secure NG9-1-1 funding through any legislative opportunity.

INCREASING RECOGNITION AND SUPPORT FOR PUBLIC SAFETY TELECOMMUNICATORS

APCO continues to raise awareness of the lifesaving work performed every day by public safety telecommunicators. The 9-1-1 SAVES Act was reintroduced in the House and Senate last year and continues to grow bipartisan support. This legislation would direct the Office of Management and Budget to categorize public safety telecommunicators as "Protective Service Occupations" under the Standard Occupational Classification system, rather than "Office and Administrative Support Occupations." APCO continues to work with congressional staff and seek support for the 9-1-1 SAVES Act through grassroots advocacy campaigns.

APCO remains dedicated to promoting access to mental health and wellness resources for public safety telecommunicators. Last year, the PROTECT 9-1-1 Act, which includes important measures to address health and wellness for public safety telecommunicators, was introduced in the House of Representatives with bipartisan support. APCO worked closely with congressional staff to craft the legislation and is advocating for a companion bill to be introduced in the Senate.

9-1-1 LOCATION ACCURACY

APCO continues efforts to ensure public safety telecommunicators receive the best possible location information with 9-1-1 calls, both in terms of accuracy and how the information is delivered. APCO has pushed for rule changes at the federal level that would provide ECCs with actionable location information for 9-1-1 calls made indoors, including a "dispatchable location," meaning the street address plus the floor, apartment, or office number, or whatever else is needed to locate the caller. In 2021, the wireless carriers failed to meet the FCC's benchmark for providing vertical location information with 9-1-1 calls. The carriers were fined and given an additional year to meet the requirements. In 2022, the carriers announced that they had satisfied the FCC's accuracy requirements for coordinate-based, x/y and z-axis information. Unfortunately, z-axis information is being delivered as a "height above ellipsoid." For ECCs to use HAE, specialized software and 3D maps have to be developed – a technically challenging, time-consuming and costly undertaking that places more responsibility on ECCs with an uncertain payoff. APCO continues to advocate for changes to the FCC's rules to focus on providing the actionable location information public safety telecommunicators need.

PROTECTING PUBLIC SAFETY SPECTRUM

In 2020 the FCC opened the 6 GHz band, which is heavily used by public safety, for widespread use by unlicensed devices such as Wi-Fi routers despite significant concern from APCO and others over the threat of interference to public safety communications. Several parties, including APCO, challenged the rules in federal court but were unsuccessful due to the degree of deference courts give to the FCC. In December 2021, APCO, along with other public safety associations and representatives of the utilities industry, filed formal requests to ask the FCC to suspend the entry of new unlicensed devices into the band and take a fresh look at how to share the spectrum while protecting public safety operations from interference. These filings remain pending with the FCC. APCO has been closely monitoring developments with the band, including potential further expansions of unlicensed use, and will continue urging the FCC and industry to take the necessary steps to protect public safety operations from harmful interference.

For the 4.9 GHz band, which for decades has been dedicated to public safety users for a variety of broadband solutions, the FCC has considered new approaches over the past few years. In 2020-2021, APCO successfully challenged a change to the rules that would have allowed states to lease the spectrum for commercial use, which would have threatened public safety use of the band. In September 2021, the FCC proposed new rules that would refocus on public safety use of the band while exploring options to spur innovation, improve coordination and drive down costs. APCO has offered recommendations that would improve public safety use of the band and cautioned the FCC that non-public safety use should only be allowed if it can occur without causing harmful interference to public safety operations.

STANDARDS

APCO is dedicated to ensuring public safety communications has a role in the development of standards that affect our profession. The Standards Development Committee, subcommittees and working groups continued the development of standards that address current and future operations, training and technologies. Over the last year:

- APCO filed four Project Initiation Notifications (PINs) with the American National Standards Institute (ANSI).
- Six working groups were initiated to develop four new standards and revise two current standards.
- APCO published five ANSI accredited standards.



Professional Development

CURRICULUM DEVELOPMENT

During the past year, Institute staff collaborated with subject matter expert (SME) workgroups to review, update and introduce new courses.

NEW EDITIONS

Courses revised included: Crisis Negotiations, 2nd Edition; Disaster Operations and the Communications Center, 2nd Edition; Fire Service Communications, 3rd Edition; Instructor Techniques, 3rd Edition and Public Safety Communications Staffing and Employee Retention, 2nd Edition.

An update to Communications Training Officer (CTO) 5th Edition for both the student and instructor versions was completed during the year, resulting in the CTO 6th Edition for students and instructors. An update course is available to CTO 5 students and instructors that provided access to the new information at no additional cost. In addition, a Spanish version of the CALEA Public Safety Training Academy Accreditation Manager course was made available.

APCO VIRTUAL CLASSROOM COURSES

Training options for the APCO Virtual Classroom courses grew this year. The content from existing courses were redeveloped for the APCO Virtual Classroom format, including Law Enforcement Communications, 1st Edition; Fire Service Communications, 2nd Edition; and Communications Training Officer, 6th Edition. Four more courses are in the process of redevelopment and will soon be available in the APCO Virtual Classroom. Those courses include Disaster Operations and the Communications Center, 2nd Edition; Fire Service Communications 3rd Edition; Instructor Techniques, 3rd Edition and Public Safety Communications Staffing and Employee Retention, 2nd Edition.

NEW CURRICULUM

Topics of interest are continually being considered as additional course options to meet the needs of our membership and emergency communications professionals. The Institute has been field testing a new offering to help agencies address issues of negativity and improve workplace culture. DICE stands for Diversity, Inclusion, Civility and Equity and is an intensive, participatory workshop offered to individual ECCs that want to commit to create healthier and high-functioning organizations.

LEADERSHIP PROGRAM

APCO's popular professional leadership programs are also reviewed to ensure the curricula remain fresh and relevant for students. As a result of participant feedback and instructor input, the Certified Public-Safety Executive (CPE) Program underwent a curriculum update and revision. The changes and enhancements to the program were implemented to the CPE programs currently in progress.

UPCOMING CURRICULUM MODIFICATIONS

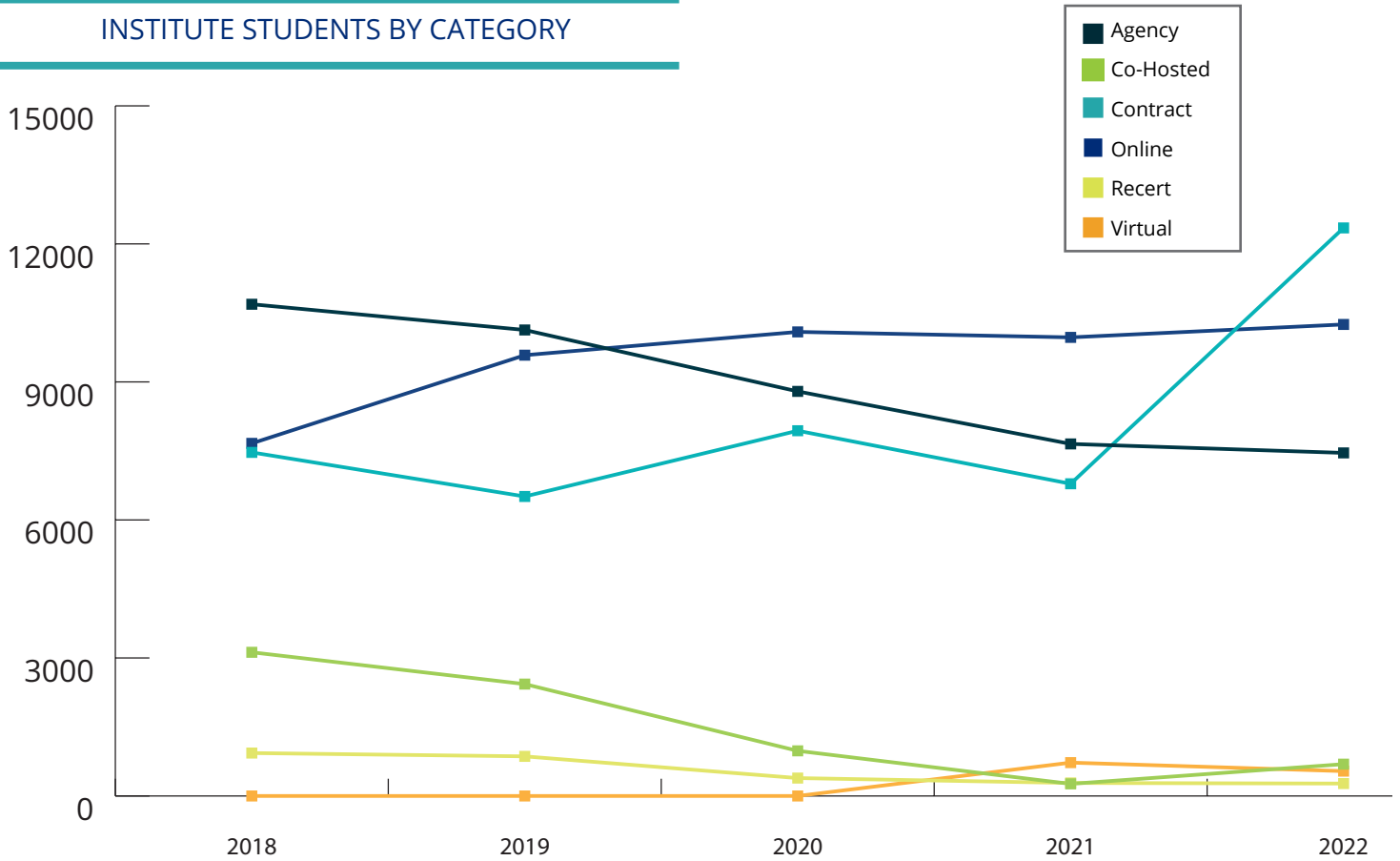
Courses planned for revision in the next fiscal year include Public Safety Telecommunicator 1 (8th Edition), EMD Concepts, and Law Enforcement Communications (2nd Edition).



APCO
Institute

APCO's Training & Certification Division

INSTITUTE STUDENTS BY CATEGORY



CONTINUING DISPATCH EDUCATION RESOURCES

In addition to traditional course offerings, resources such as webinars and magazine articles/quizzes allowed members to earn CDEs for recertification, with many offered free to members. Webinars are initially delivered live, and recordings are accessible thereafter. Articles with quizzes are published and widely circulated in *PSC* magazine and are also available online.

SCHOLARSHIP PROGRAM

This year, the APCO Commercial Advisory Council (CAC)/ Silent Key Scholarship Program awarded close to \$80,000 in scholarship funds to members of all professional levels to access training opportunities. A total of \$35,750 in scholarships was awarded to 11 emergency communications professionals to participate in the CPE Program. An additional \$44,059 in general scholarship funds was awarded to 98 emergency communications professionals, including 38 frontline personnel, 39 supervisors, 18 managers and three additional

recipients who play a vital role in emergency communications. Funding for the scholarship program was made possible by individual contributions to the Silent Key fund in memory of colleagues who passed away and through the generosity of corporate sponsors. This year's corporate sponsors included: Hexagon Safety & Infrastructure; Intrado, Inc.; L3Harris; Motorola Foundation; Telecommunication Systems, Inc.; Tyler Technologies, Inc. and Verint Systems. The application period for next year's scholarship program opens on January 1, 2023.

CUSTOMER SERVICE ENHANCEMENTS

An enhancement to the process for agency instructors to file affidavits of training was completed this year. The new online filing system streamlines and expedites the process for the instructors, reduces costs and is environmentally responsible. All agency instructors received notification of the online filing system along with detailed step-by-step instructions on how to use it.

ILLUMINATIONS

The Illuminations Program gives subscribers monthly or quarterly access to relevant and timely information within three tracks: General, Emergency Medical Dispatch (EMD) and Communications Training Officer. Topics offered in each track are tailored to meet the continuing dispatch education roles and responsibilities of different ECC staff. This year 1,384 subscribers participated in one or more of the Illuminations tracks.

LEADERSHIP PROGRAMS

CERTIFIED PUBLIC-SAFETY EXECUTIVE (CPE) PROGRAM

APCO's CPE Program continues to gain momentum and during this fiscal year 37 individuals from public safety agencies graduated from the CPE Program. The graduates made up Classes 10 and 11, completing the capstone course at APCO headquarters. To date, 172 public safety communications professionals have earned this coveted CPE designation.



REGISTERED PUBLIC-SAFETY LEADER (RPL) PROGRAM

The RPL Program was successfully delivered ten times this year with 132 graduates. Due to the increase in the number of annual graduates, RPLs will have their own recognition event at the annual conference, which will allow more opportunity for networking among the graduates.



Products & Services

APCO INTELLICOMM

Interest continues to grow for APCO IntelliComm® supported by IBM Watson Analytics. More than 100 agencies across the country have acquired APCO IntelliComm, the most advanced criteria-based guidecard software in the industry. Based on a highly configurable system, APCO IntelliComm streamlines how emergency communications centers gather and process data in real-time from 9-1-1 calls, improving telecommunicator guidance about the incident to both the responder and the caller.

The supervisory dashboard remains popular for helping identify trends, isolate hot spots, and allocate resources. Enhancements this past year have included a CPR metronome, new QA evaluation reports, mental health triage guidance and reclassifying the chief complaint. APCO IntelliComm continues to add features with several updates each year to improve responsiveness.

APCO AGENCY TRAINING PROGRAM CERTIFICATION

APCO's ATPC program continued to grow as agencies worked to certify that their training program met APCO ANS 3.103.2-2015 Minimum Training Standards for Public Safety

Telecommunicators. Thirty agencies have achieved certification and will be recognized at the Food for Thought Luncheon taking place at APCO 2022 in Anaheim, CA.

PROJECT RETAINS

APCO recognizes ECCs have important staffing needs. The RETAINS Toolkit 3.0 assisted over 100 agencies this year to analyze and determine staffing needs.



APCO GUIDECARDS

At the request of the membership, APCO added a mental health guidecard for use by EMDs and law enforcement public safety telecommunicators to APCO Guidecards. This resource provides questions and direction on what telecommunicators might consider when determining if a 9-1-1 call could be indicative of a mental health crisis. This guidecard, along with the pandemic guidecard made available last year, are examples of how APCO International keeps guidance responsive and relevant to changing community needs.



Technical Assistance

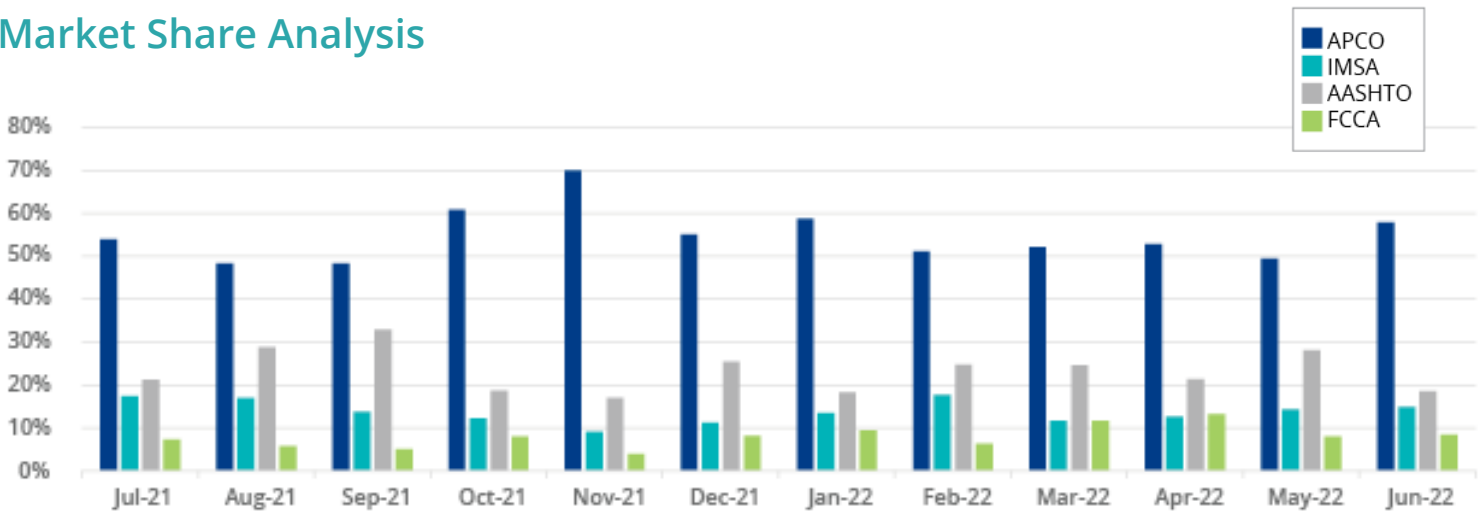
FREQUENCY COORDINATION

APCO-AFC remains the leader in public safety coordination amid a continued sluggish market — partly due to the pandemic and partly due to many agencies joining larger statewide systems. This year APCO-AFC held its revenue steady and maintained its strong market position. The FCC has taken several regulatory actions directly affecting the land mobile radio coordination market:

1. Lifting of the freeze on Tband channels (470 to 512 MHz), which had been in effect since 2012 (FCC recently opened access for all licensees).
2. Lifting of the freeze in 4.9 GHz band where incumbents' licensees are allowed to license additional sites.
3. Completion of 800 MHz rebanding.

Next fiscal year, the FCC is poised to issue two other releases, one related to access to 800 MHz Interstitials channels in 800 MHz general category band (854 to 862 MHz band), and the other a 4.9 GHz band order. Both of these releases will have an impact on frequency coordination services.

Market Share Analysis



P25 AND CAPRAD HIGHLIGHTS

Under contract to the Department of Homeland Security Science and Technology Directorate (DHS S&T), APCO technical teams continued support to the Project 25 Compliance Assessment Program (P25 CAP) and the Computer Assisted Pre-coordination Resource & Database (CAPRAD) system.

APCO's P25 engineers manage and support P25 CAP, providing technical and policy guidance for the testing of public safety radio equipment built to the P25 TIA 102 series of standards. These standards are used in almost all public safety radios and infrastructure relied upon by first responders.

In the 2021-22 program year, the P25 engineering team completed a gap analysis review of the TIA 102 standards, worked to certify testing methods for ISSI and CSSI interoperability, and started a complete review of P25 CAP compliance and test protocols to ensure these protocols are current, while continuing to review and approve manufacturer submissions of equipment test submissions for inclusion on DHS' Approved (Grant-Eligible) Equipment list.

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 also worked closely to plan a one-day, in-person technical seminar that is held in conjunction with the APCO annual conference. Conducting an annual technical seminar is essential for disseminating technical information about CAPRAD and improving professional practices. The in-person seminar yields the level of regional participation and peer-to-peer interaction and will result in improved productivity of the RPCs in fulfilling their regional planning duties.

APCO LOCAL ADVISORS

The advisors are a vital source of information for members requiring assistance in licensing their radio systems. The APCO Local Advisor Network consists of men and women who are experts in the field of public safety communications and share their skills with APCO. They receive ongoing and technically advanced training in current FCC licensing and frequency coordination procedures. During the 2021-22 year, AFC trained ten new advisors.

DHS NG9-1-1 INTEROPERABILITY TESTING PROGRAM

APCO staff continue to participate in the DHS NG9-1-1 Interoperability Testing Program. DHS and the Department of Transportation awarded this project to the Critical Infrastructure Resilience Institute (CIRI) at the University of Illinois. APCO and 9-1-1 professionals from industry and the public sector are developing models for NG9-1-1 interoperability testing. APCO is represented on both the

business model and technical subcommittees. Part of the effort is determining what to include in the testing, the best methods to conduct and sustain the testing, and ensuring that such testing is broadly available and accessible. As part of the first phase, Texas A&M University (TAMU) Internet 2 Technology Evaluation Center (ITEC) submitted a report to DHS detailing how testing should be accomplished.

IJIS INSTITUTE CAD TO CAD INTEROPERABILITY

The Integrated Justice Information Systems (IJIS) Institute has been tasked by DHS S&T to build upon existing efforts to develop standards-based computer aided dispatch (CAD) capabilities for first responders. This project combines public safety practitioners with industry providers in a collaborative environment to evaluate specifications, promote the development of standards-based CAD interoperable solutions, and validate methodologies. Pilot program testing is in the final stages of development to ensure that interoperability challenges are successfully resolved. APCO continues to serve on the executive committee, which provides oversight and strategic direction for the project. Two working groups are involved in the overall effort. One represents the operational practitioner perspective to ensure that the ultimate solution supports public safety's mission requirements. The other is technical in nature that consists primarily of industry representatives tasked with delivering interoperable solutions with non-proprietary transport mechanisms.

COMM-ISAC

As active members of the Communications Information Sharing and Analysis Center (COMM-ISAC) of the DHS Cybersecurity and Infrastructure Security Agency (CISA), APCO continued to assist in the identification and monitoring of new and ongoing cyberattacks, cyberattack vectors and new vulnerabilities as they relate to public safety. APCO partners with DHS to present information to APCO members on emerging threats

in cybersecurity. Additionally, APCO was involved with the communications industry recovery efforts associated with major events, such as Hurricanes Elsa, Ida and Nicolas as well as the rolling power outages in California. APCO provides CISA with the perspective on public safety needs during and after such events to convey the status of public safety communications resources in impacted areas.

Events

ANNUAL CONFERENCE & EXPO

APCO's 87th Annual Conference & Expo was held August 15-18, 2021, in San Antonio, TX where more than 4,200 attendees had access to 117 professional development sessions, 224 exhibitors and a plethora of networking opportunities. There were 33 sponsors and two supporters for APCO 2021.

Starting the conference with the Opening General Session, Admiral William H. McRaven, a retired four-star admiral, delivered his keynote on lessons of resilience, teamwork and attention to detail that he learned in 37 years as a Navy SEAL. Winners of the 2020 and 2021 Public Safety Awards Program and Leadership in Technology Awards were recognized.

During the Distinguished Achievers Breakfast, Platinum Corporate Partners, CALEA certifications, NCMEC partnerships, and RPL and CPE graduates were recognized followed by the keynote presentation from Robyn Benincasa. She is a San Diego firefighter who also happens to be a world-class adventure racer. She started a charity to help disabled people participate in rugged outdoor sports. Ms. Benincasa explained how her adventuring translates into workplace accomplishments.

The Food for Thought Luncheon on Wednesday recognized chapter membership growth awards, Agency Training Program Certifications and introduced next year's conference & expo. The luncheon wrapped up with keynote speaker Mike Robbins

relating how his life experiences as a former professional baseball player create a culture of success with authenticity and appreciation.

The APCO Block Party took attendees to an exclusive event at Sea World. It was a great night to celebrate being together again and an opportunity to relax and have fun. At the Connect & Celebrate Dinner, Michael Andrew and his band performed along with stand-up comedian Kermet Apio, a winner of the Great American Comedy Festival. Life Member awards were presented along with the swearing-in of the Executive Committee and Board of Directors.

New to our conference this year was our community service project. Participants went to the San Antonio Food Bank and assisted with packing a total of 756 food boxes, which equaled 43,000 pounds of food for families in need.

APCO 2021 continued to see the Walk It Out Challenge, Blood Drive, wellness sessions and Think Tank Sessions thrive. The Career Advancement Center sessions were well received with standing room only. The 10th Annual Blood Drive partnered with South Texas Blood & Tissue and collected 133 units of blood, exceeding our 120 unit goal.

We look forward to conducting the 88th Annual Conference in Anaheim, CA, August 7-10, 2022.



APCO 2021
August 15-18 | San Antonio, TX

EMERGING TECHNOLOGY FORUM

The Emerging Technology Forum was held virtually again this year. The event, which took place December 1-3, hosted more than 300 attendees and included 21 speakers from across the country representing a wide array of emergency communications professionals.

The Forum featured seven sponsors and two supporters. All sponsors and supporters had a virtual booth and webpages to spotlight their emerging products and services.



Emerging Technology Forum

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