

2014 Annual Report



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LONG RANGE STRATEGIC PLAN

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.

Vision

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

Goals + Strategies

1. Assert APCO's leadership role in public safety communications.

- A. Effectively advocating before the U.S. Congress, Administration and federal agencies.
- B. Serving as a resource to policymakers at all levels.
- C. Driving the development of standards for public safety communications.
- D. Establishing and maintaining partnerships with key stakeholders.
- E. Positioning APCO as the organization of choice and an indispensable resource for public safety.

2. Enrich communications and outreach.

- A. Establishing professional networks to identify and advance communications solutions.
- B. Convening and networking with stakeholders to resolve critical issues.
- C. Demonstrating APCO's value to new and existing audiences.
- D. Adapting services to the needs of future public safety professionals.
- E. Expanding the APCO brand globally.

3. Ensure APCO's financial viability.

- A. Prioritizing resources to remain effective and adaptive.
- B. Exercising prudent fiscal management.
- C. Identifying cut off points for initiatives no longer meeting expectations.
- D. Developing quality business opportunities.
- E. Diligently seeking grant revenues to support our mission.

4. Foster effective use of public safety spectrum and technologies.

- A. Advocating for the allocation and coordination of spectrum.
- B. Partnering with industry to promote innovation in future communication solutions.
- C. Developing a consistent approach to partnering with other associations, organizations and governmental agencies to influence the direction of existing and future communication solutions.

5. Ensure APCO's growth and development.

- A. Anticipating new trends and assessing their viability.
- B. Cultivating highly qualified teams of professional staff and subject matter experts.
- C. Recruiting and mentoring emerging leaders.
- D. Developing services that add value to member benefits.
- E. Enhancing member engagement and retention.
- F. Expanding outreach to related professions.

STATE OF THE ASSOCIATION

The theme established at the outset of this 2013-14 program year was evolution. This Annual Report highlights the many ways that APCO International continues to evolve and grow.

The year began with a representative body of APCO members on the Strategic Planning Committee meeting in tandem with the Board of Directors and senior staff to evolve our strategies. We adopted revisions that emphasize adapting services, promoting innovations, anticipating new trends, and expanding outreach.

Leading the way on adaptive services, the Institute's online learning software leaped forward with providing learning anywhere on any device, including smart phones and tablets. Not only the platform, but the training menu has evolved. The Illuminations series delivers topical continuing education twelve months a year especially for advanced learners. Non-traditional customers that support private jet travel, roadside assistance and pipeline security are increasingly coming to APCO for our quality telecommunicator and dispatcher training.

AFC continues to innovate with enhancements to its frequency database software to make it do in one package what used to require separate engineering software. The Communications Center & 9-1-1 Services division has been a key voice on a variety of working groups to anticipate the functional specifications that will move FirstNet forward in designing, building, and implementing the nationwide public safety broadband network.

Our AppComm site is evolving in how it catalogues the growing number of apps for supporting emergency response. We have been on panels for the FCC and on Capitol Hill and working elbow to elbow with telecommunications partners that will yield innovations in indoor location accuracy.

We do all this while retaining a membership base in excess of 20,000, delivering cutting edge programming at the Annual Conference and year-round, and growing our financial reserves.

We are extremely proud of this progress and pledge to continue to evolve to support our members in their quests at making their communities and the world a safer place.



Gigi Smith
President



Derek K. Poarch
Executive Director

FINANCIAL STABILITY

APCO International, Inc. - Consolidated Balance Sheet
June 30, 2014 (Unaudited)

	International	PSFA	Consolidated Total
Assets			
Cash & Investments	\$6,593,001.47	\$2,342,564.95	\$8,935,566.42
Accounts Receivable	\$762,565.10	\$5,000.00	\$767,565.10
Prepaid Expenses	\$657,265.35	-	\$657,265.35
Property & Equipment - Net	\$1,379,770.45	\$1,350,646.01	\$2,730,416.46
Total Assets	\$9,392,602.37	\$3,698,210.96	\$13,090,813.33

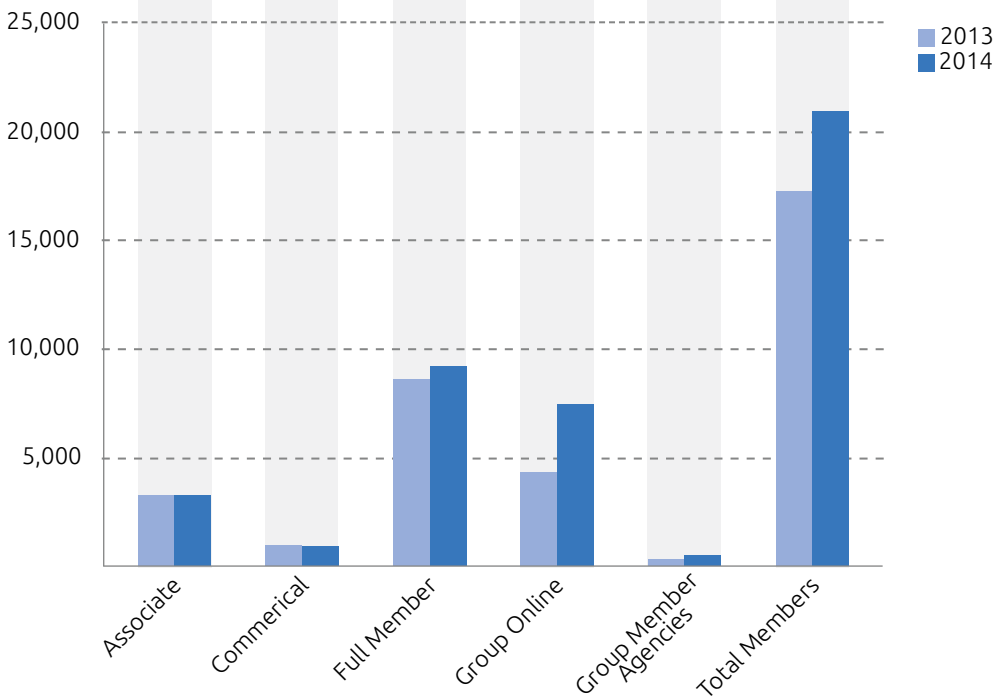
	International	PSFA	Consolidated Total
Liabilities & Net Assets			
Accounts Payable	\$461,975.08	-	\$461,975.08
Accrued Expenses	\$302,252.50	-	\$302,252.50
Deferred Revenue	\$3,376,509.82	\$6,516.67	\$3,383,026.49
Capital Lease Obligation	\$11,312.10	-	\$11,312.10
Total Liabilities	\$4,152,049.50	\$6,516.67	\$4,158,566.17

	International	PSFA	Consolidated Total
Net Assets			
Unrestricted	\$4,970,647.87	\$3,418,147.29	\$8,388,795.16
Permanently Restricted	\$269,905.00	\$273,547.00	\$543,452.00
Total Net Assets	\$5,240,552.87	\$3,691,694.29	\$8,932,247.16
Total Liabilities & Net Assets	\$9,392,602.37	\$3,698,210.96	\$13,090,813.33

MEMBERSHIP

Membership numbers have seen a positive growth of 21% over the same time as last year. This growth can be attributed to a 52% increase in the number of Group Member agencies.

Member Type	7/1/2013	7/1/2014	Growth
Associate	3,291	3,269	-1%
Commercial	993	963	-3%
Full Member	8,632	9,240	7%
Group Online	4,368	7,475	71%
Group Member Agencies	322	488	52%
Total Members in Good Standing	17,284	20,947	21%



OUTREACH



Growth of Corporate Partners

The Corporate Partners Program continues to grow and evolve to meet the needs of the commercial partners and the objectives of APCO. Nineteen Corporate Partners have committed to the program and continue to support APCO activities.



79th Annual Conference & Expo

The 79th Annual Conference & Expo was held August 18-21, 2013 in Anaheim, California, where more than 3,000 attendees had the opportunity to visit 269 exhibitors, which included 61 new exhibitors.

The Opening General Session keynote speaker was Erik Weißenmayer, one of the most accomplished blind adventurers in the world, who talked about the “No Barrier Mindset” and how you can turn obstacles into opportunities.

During the Distinguished Achievers Breakfast, awards were given to recognize the achievements of outstanding citizens within the public safety communications community. Keynote speakers Tony and Jonna Mendez, real-life CIA operatives, gave a detailed account of the rescue of six U.S. diplomats from Iran during the hostage crisis. FirstNet General Manager, Bill D’Agostino, gave an update on FirstNet’s progress toward the development of a nationwide, interoperable public safety broadband network.

The Food for Thought Luncheon featured an interview between APCO President Gigi Smith and telecommunicator Tracy Walton who gave a harrowing first-hand account of how a June 2012 phone call impacted her life, family and coworkers.

APCO 2013 concluded with the President’s Dinner with entertainment from American Idol winner Taylor Hicks.



Emerging Technology Forum

Emerging Technology Forums

This year, APCO held two Emerging Technology Forums. The first one was held December 3-4, 2013 in Boston, Massachusetts and the second was held February 26-27, 2014 in Orlando, Florida. Both Forums attracted more than 200 attendees and covered presentations on the latest technologies, FirstNet, NG9-1-1, and apps for emergency response.

The Boston Forum featured keynote speaker Roderick Fraser, Boston Fire Commissioner, who presented on “Boston’s Plans for Implementing New Dispatch and Emergency Response Technologies,” and the Orlando Forum featured keynote speaker Rear Admiral David Simpson, Public Safety and Homeland Security Bureau Chief, FCC, who gave a presentation on “Public Safety Communication Readiness in a Broadband Age.”



Public Safety Broadband Summit & Expo

4th Annual Broadband Summit & Expo

Attracting more than 300 attendees, this year’s Broadband Summit & Expo, May 5-6, 2014, in Washington, D.C. brought together technology experts, policy leaders, industry partners, commercial service providers, and public safety professionals, as well as state and local government personnel to discuss new technologies and legislative/regulatory developments that are shaping public safety communications.

Speakers included FirstNet Deputy General Manager TJ Kennedy, senior policy officials from the Federal Communications Commission and Capitol Hill, and Deputy Chief Eddie Reyes of the Alexandria Police Department.



PUBLIC SAFETY COMMUNICATIONS LEADERSHIP IN POLICY AWARDS DINNER

10th Annual Public Safety Communications Leadership in Policy Awards Dinner

APCO's 10th Annual Public Safety Communications Leadership in Policy Awards Dinner was held May 6, 2014, in Washington, DC. During the dinner, APCO recognized award winners for their outstanding service and dedication to the public safety communications community.

2014 Award Winners

Leadership in Advocacy

Joseph Heaps, Policy Advisor, Office of Science and Technology, National Institute of Justice, Office of Justice Programs, U.S. Department of Justice

Leadership in Regulatory Service

Timothy May, E911/NG911 Projects Manager, Public Safety and Homeland Security Bureau, Federal Communications Commission

Leadership in Legislative Service

U.S. Senator Amy Klobuchar (MN)

Leadership in Advancing Communications Policy

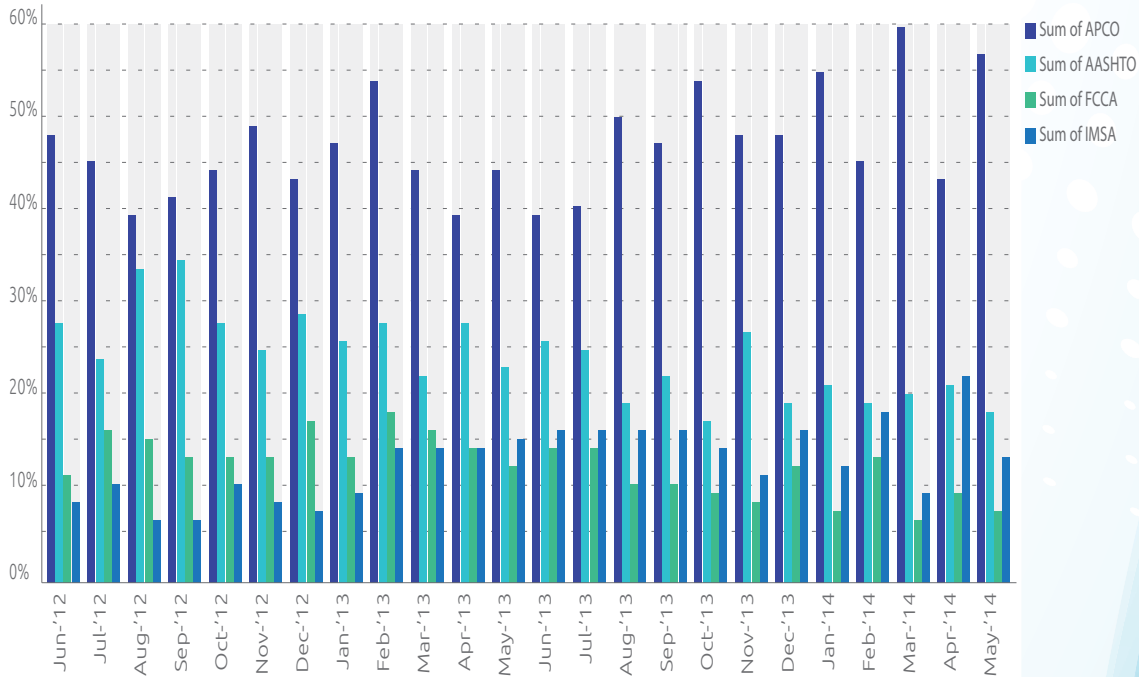
Sam Ginn, Chairman, First Responder Network Authority (FirstNet)



TECHNICAL ASSISTANCE

Frequency Coordination

AFC, APCO's Spectrum Management Division, has continued to grow and has remained the leader of Public Safety Part 90 FCC certified frequency coordinator. The overall market trend has seen a downward shift due to these contributing factors: 1) the conclusion of the narrowbanding mandate; 2) on-going 800 MHz rebanding; 3) T-band licensing freeze; 4) severe congestion in VHF & UHF bands.



Coordination Software

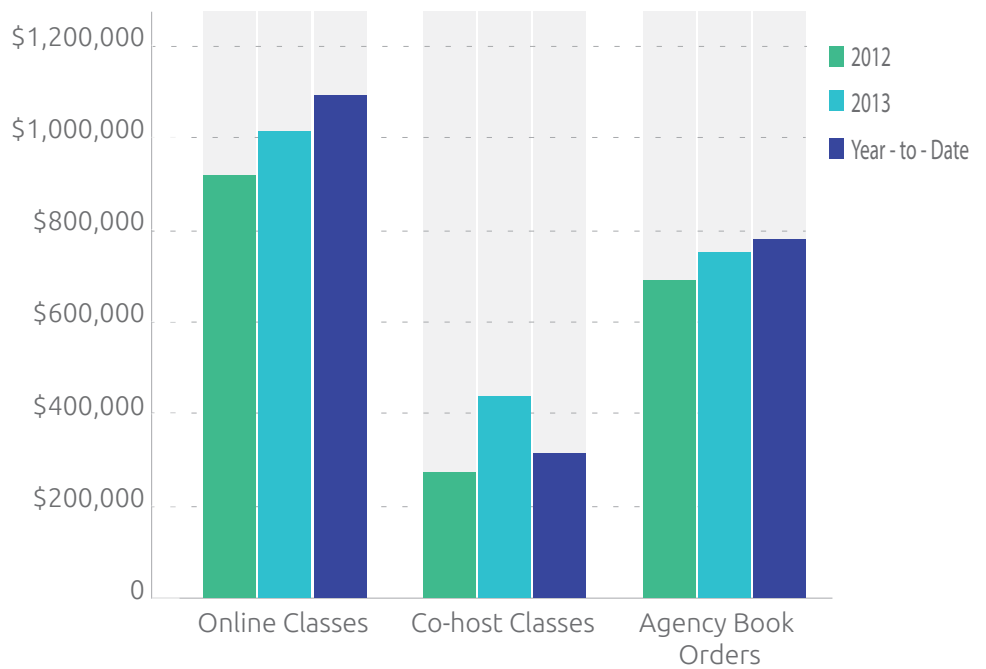
AFC is committed to providing its network of volunteer advisors with the best available tools. AFC has worked with SiteSafe, AFC's database manager, to create a new search capability that will take the guess work out of frequency coordination. The new search, still in beta version, provides the user with a ranking order as to the best available channel. It also gives the user the ability to create related base and mobile contours without the need for separate engineering software.

PROFESSIONAL DEVELOPMENT

APCO Institute

The Institute experienced customer service challenges this year with a significant increase in recertifications and book orders for agency instructors, both of which are processed manually. To effectively manage this growth, staffing changes were made in addition to implementing an online book ordering process. These changes have greatly improved the level of customer service and have reduced turnaround times.

Institute Revenue Yearly Comparison



CALEA Accreditation

The CALEA Public-Safety Communications Accreditation Manager course was updated to include links and videos pertaining to PowerDMS™. CALEA partnered with PowerDMS™, a SaaS document management solution, to help with the CALEA accreditation process.

Illuminations

In response to customer demand, the Institute developed an EMD track for Illuminations, an online continuing education program. Illuminations covers a new topic each month through a subscription-based service for a total of 12 topics.

The New Jersey Office of Emergency Telecommunications Services approved the 2014 Illuminations topics on continuing education for all 9-1-1 telecommunicators in the state. This approval was a direct result of workshops conducted in New Jersey, introducing APCO Institute products and services.

Course Development

The Institute updated the Public Safety Telecommunicator, 6th Edition Course, Emergency Medical Dispatch (EMD) Course and developed a new course focused on law enforcement communications. All are scheduled for release in the fall.

Training

The Institute conducted foundational training for the Gulfstream Aerospace Corporation, which is creating a worldwide communications center to support their vast number of services.

The Institute also conducted its Public Safety Telecommunicator 1 (PST1) Course training with Allstate Roadside Services for their service representatives, which will be a part of their Secure Operating Center.

Public Safety Telecommunicator 1 (PST1) Course is now the basic course provided to all telecommunicators in New Mexico through NM DPS as well as the Bureau of Indian Affairs (BIA) Academy.

The Institute secured a contract from the Washington, D.C. office of Unified Communications to conduct a total of 12 PST classes over a period of six weeks.

Software Update

The Institute's online learning software underwent a major upgrade this year, which now allows students to access classes from anywhere using a computer, mobile device or tablet. Minor issues arose during the upgrade and have been resolved and new components are being implemented to better serve students.

Public Safety Expertise

President Smith Testifies Before Congress

On two separate occasions, APCO President Gigi Smith was called to testify at hearings conducted by the U.S. Senate Committee on Commerce, Science, and Transportation's Subcommittee on Communications, Technology, and the Internet. On January 16, 2014, President Smith spoke before the subcommittee on the topic of "Locating 9-1-1 Callers in a Wireless World." On June 5, 2014, President Smith returned to testify at a hearing entitled, "Preserving Public Safety and Network Reliability in the IP Transition."

U.S. Department of Homeland Security

APCO worked with the Communications Information Sharing and Analysis Center (COMM-ISAC) and with the Department of Homeland Security National Coordinating Center for Communications (NCC) to identify hundreds of TDoS attacks. In addition, APCO partnered with the DHS and the FCC to inform APCO members on the emerging threats in cybersecurity.

DHS Science and Technology Directorate: First Responder Resource Group (FRRG)

APCO's Communication Center and 9-1-1 Services (CC9S) division represents APCO on the First Responder Resource Group (FRRG) and this year contributed to several requirements documents, including personal area networks, applications for public safety use, and single devices for next generation public safety communications and data. CC9S staff attended the FRRG annual meeting in Washington, D.C., and participated in discussions and the writing of Operational Requirements Documents.

FirstNet: NPSTC / NIST Working Groups

CC9S staff participated on the Public Safety Grade, Mission Critical Voice, and Quantitative Statement of Requirements working groups. The Public Safety Grade working group was tasked with creating the first-ever set of definitive requirements for public safety grade networks and systems. The Mission Critical Voice group identified minimum requirements that public safety entities would need to consider LTE networks for use as a voice carrier. The Quantitative Statement of Requirements group began work on selecting which of the original requirements needed further definition and quantification to move FirstNet forward in designing, building, and implementing the nationwide public safety broadband network.

Standards Development Activities

APCO has been an ANSI accredited Standards Developer since 2006 and published the following standards during the past year:

- Wireless 9-1-1 Deployment and Management Effective Practices
- Public Safety Communications Incident Type Codes for Data Exchange
- Public Safety Communications Common Incident Disposition Codes for Data Exchange
- Core Competencies and Minimum Training Standards for Public Safety Communications Instructor
- Core Competencies and Minimum Training Standards for Public Safety Communications Manager / Director (currently awaiting ANSI approval)

APCO anticipates the publication of the following standards within the next year:

- Quality Assurance / Quality Improvement Process
- APCO/CSAA ANS for Alarm Monitoring Company to PSAP CAD External Alarm Interface (revision)
- Common Unit Status Codes for Data Exchange
- Multi-Functional, Multi-Discipline Computer Aided Dispatch (CAD) Minimum Functional Requirements (formerly UCAD)
- Best Practices for the Use of Social Media in the Public Safety Communications Center

APCO Currently has the following standards in various stages of work:

- Core Competencies and Minimum Training Standards for Public Safety Communications Technicians
- Application Integration (for/with) Public Safety Answering Points (PSAPs) and Public Safety Responders
- NG9-1-1 Emergency Incident Data Document
- TERT Deployment (revision)
- Core Competencies, Operational Factors and Training for Next Generation Technologies in Public Safety Communications
- Minimum Training Standards for Public Safety Telecommunicators (revision)
- Missing, Abducted and Sexually Exploited Children (revision)
- PSAP Service Capability Rating Scale (revision)
- Standard Channel Nomenclature for Interoperability (revision)
- Public Safety Communications Call Handling Process

Project 33 Agency Training Program Certification

APCO has enhanced its Project 33 Agency Training Program Certification (P33) software platform and implemented changes to accommodate the completion of applications in stages. This modification will assist agencies in correcting deficiencies in a more efficient manner and improve the documentation process.

IJIS Institute Springboard Initiative – CAD Interoperability

The Emergency Communications Task Force (ECTF) - Standards and Technology, established by APCO and the IJIS Institute in 2013, recommended that IJIS form a new Springboard Initiative targeting Computer Aided Dispatch (CAD) interoperability and data sharing for public safety. The Initiative will set a course based upon recommendations and take affirmative steps to simplify and standardize the exchange of information between CAD and multiple exchange points. The end result will be a common information sharing framework for CAD interoperability aligned with the next generation emergency communications environment.

APCO and NENA have been working collaboratively since April 2010 on the Emergency Incident Data Document (EIDD). The EIDD will provide a standardized, industry-neutral format for sharing incident data between disparate manufacturer's systems, public safety agencies and other stakeholders. This incident data is integral to the effective and efficient dispatch of all police, fire and emergency medical responders.

The Springboard Initiative will use current APCO documents such as the Unified CAD Recommendations, Common Incident Code Types, Common Clearance Code Types and Common Unit Status Codes in conjunction with the EIDD XML Schema and Standard currently under development as the cornerstone of the IJIS/APCO CAD Interoperability project.

Growing Success of AppComm

Launched on April 23, 2013, AppComm is the single, trusted online forum where public safety professionals, the general public, and app developers can rate and comment on apps, submit ideas for new apps, and suggest additional apps for inclusion on the site.



AppComm (www.appcomm.org) has grown from 65 apps to more than 180, logged over 225,000 pageviews, and counted more than 25,000 visitors. APCO has led in the area of promoting the development of effective public safety apps by publishing a list of Key Attributes of Effective Apps for Public Safety and Emergency Response, participating in developer events, hosting a workshop to identify public safety security requirements for apps, and signing a Memorandum of Understanding with the First Responder Network Authority (FirstNet) to collaborate on apps.

Supporting the Men and Women Serving in Public Safety Communications

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. It serves the needs of public safety communications practitioners worldwide - and the welfare of the general public as a whole.

Everyday APCO members provide life-saving services to the public, giving them peace of mind knowing that help is just a phone call away. To learn more, visit apcointl.org.



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