



Association of Public-Safety Communications Officials International

Standards Development Policies and Procedures

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FOREWORD

APCO International is the world's largest organization of public safety communications professionals. It serves the needs of public safety communications practitioners worldwide - and the welfare of the general public as a whole - by providing complete expertise, professional development, technical assistance, advocacy and outreach.

The 2024-2025 APCO International Board of Directors:

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APCO International standards are developed by APCO committees, projects, task forces, work-groups, and collaborative efforts with other organizations coordinated through the APCO International Standards Development Committee (SDC). Members of the committees are not necessarily members of APCO. Members of the SDC are not required to be APCO members. All members of APCO's committees, projects, and task forces are subject matter experts who volunteer and are not compensated by APCO. APCO standards activities are supported by the Communications Center & 9-1-1 Services Department of APCO International.

For more information regarding

APCO International and APCO standards please visit:

www.apcointl.org

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Chapter One

Standards Development

1.1 American National Standards

The Association of Public-Safety Communications Officials International, Inc. (hereafter referred to as APCO) will follow the established Standards Development Policies and Procedures when developing standards as American National Standards (hereafter referred to as ANS). These requirements are defined in the Essential Requirements¹ of the American National Standards Institute (hereafter referred to as ANSI). Where APCO is silent on an issue, the ANSI Essential Requirements will be the precedent document.

1.2 Other Standards

When developing standards not intended as ANS, APCO will follow its organizational policies, procedures, and processes.

1.3 Priority of Standards

APCO International shall set the priority of and the schedules for the development of standards.

¹ ANSI Essential Requirements: Due Process Requirements for American National Standards. See www.ansi.org for current version

Chapter Two

Standards Development Committee

2.1 Purpose

A Standards Development Committee (hereafter referred to as SDC) will be authorized and established by APCO. The procedures identified in this document will be employed by APCO and the SDC in the development, approval, maintenance, revision, reaffirmation, adoption, and withdrawal of APCO's ANS standards. APCO International shall ensure that the SDC has access to the resources needed to execute the ANS development process in compliance with these policies and procedures. The SDC and all activities of the committee are accountable to APCO International, Inc.

2.2 Scope

The Standards Development Committee of APCO International will be responsible for the development of standards that are to become American National Standards and the approval, maintenance, revision, reaffirmation, adoption and withdrawal of ANS in the field of public safety communications.

2.3 Responsibilities

The activities of the SDC shall be performed in accordance with this Standards Development Policy and Procedures. The responsibilities of the Standards Development Committee shall be to:

- 2.3.1 Facilitate the development, approval, maintenance, revision, reaffirmation, adoption, and withdrawal of APCO's ANS standards.
- 2.3.2 Interpret standards in accordance with the Interpretation Procedure (11.0).
- 2.3.3 Ensure that standards are reviewed no later than four (4) years after initial approval for periodic maintenance to consider revision, re-approval, or withdrawal, to ensure compliance with the five (5) year ANSI cycle.
- 2.3.4 If the SDC decides a standard is appropriate for continuous maintenance, the published standard shall include a clear statement of the intent to consider requests for change and information on the submittal of such requests. No portion of the standard shall be excluded from the revision process.

- 2.3.4.1 Revisions to a standard under continuous maintenance will be published quarterly (at the least) on APCO International's website. In the event that no revisions are approved for a period of ten (10) years, and the ANS has not been reaffirmed, the ANS approval automatically expires on the tenth (10th) anniversary date of its approval as an ANS.
- 2.3.4.2 Each request for change will be reviewed by the SDC through the voting procedures contained herein (5.0) using consensus ballots.
- 2.3.4.3 Oversee and serve on (as appropriate) the consensus bodies for APCO International's ANS and to execute such responsibilities in accordance with the procedures established within this Standards Development Policy and Procedures and the ANSI Essential Requirements.
 - 2.3.4.3.1 Generally, three (3) subcommittees of the SDC will serve as consensus bodies: Operational, Technical, and Training Sub-committees.
 - 2.3.4.3.2 Other consensus bodies may be formed, or existing sub-committees reformed, at the discretion of the Executive Committee.

2.4 Membership of Standards Development Committee and / or Consensus Bodies

- 2.4.1 Notification of SDC formation shall be announced in suitable media as appropriate, including the APCO International Website, to provide communications for directly and materially interested parties.
- 2.4.2 Members are appointed to the SDC committee and subcommittees on an annual calendar year basis. The APCO Executive Committee shall appoint the members of the SDC from an applicant pool. The Executive Committee will fill vacancies when they occur. The SDC membership and consensus bodies shall be of diverse interest categories with up to 15 members per committee / consensus body. In considering the size limitations, APCO shall use the criteria in 2.4.5 to maintain balance.
- 2.4.3 Individuals wishing to present their candidacy for service on the SDC and/or consensus bodies shall present an application for membership to the Standards Program Manager via electronic application. Candidates must convey their direct and material interest in the committee's work and must indicate their affiliation and interest category. The applicant must also indicate his/her qualifications and willingness to participate.
- 2.4.4 Organizations may represent themselves on any of the three consensus bodies if they are selected to participate in standards activities.

- 2.4.5 Members of the committee and consensus bodies shall be assigned an interest category. Consensus body members are typically classified in accordance with the business or other interest of their employers or the sponsors they represent in connection with the standards development activity. Consideration shall be given to at least the following interest categories:
- 2.4.5.1 Producer: producer of public safety communications equipment, products, processes, systems, and services.
 - 2.4.5.2 User: user of public safety communications equipment, products, processes, systems, services.
 - 2.4.5.3 General Interest: those whose business or other interests are not covered by another discretely defined interest category, i.e., professional associations/societies, regulatory agency)
- 2.4.6 A good faith effort shall be made by APCO to attain a diverse committee and consensus body membership to ensure reasonable balance without dominance by a single interest category, individual or organization.
- 2.4.6.1 The SDC and consensus bodies should be comprised of varied interest categories in public safety communications with no single interest category represented by a majority of the SDC or consensus body membership.
 - 2.4.6.2 Participation shall be open to parties who are directly and materially interested in the standards activities.
 - 2.4.6.3 Participation in the SDC or consensus bodies shall not be conditioned upon membership in any organization nor unreasonably restricted on the basis of technical qualifications or other such requirements.
 - 2.4.6.4 APCO shall seek out participants from diverse interest categories with the objective of achieving balance.
 - 2.4.6.5 The name, affiliation, and interest category of each member of the consensus body shall be made available to interested parties upon request.
 - 2.4.6.6 The three consensus bodies have a Chairperson and a Vice Chairperson position. The Chairperson will be nominated by the subcommittee members annually. The Vice Chairperson will be nominated by the subcommittee members annually. The Chairperson and Vice Chairperson of the consensus body subcommittees will serve no longer than one year unless there are extenuating circumstances or no available alternate.

2.5 The Standards Development Committee is a staff led committee with direct oversight by the Executive Director of APCO and the Executive Committee.

- 2.5.1 The duties of the APCO staff liaison/secretary include:
 - 2.5.1.1 Prepare an agenda for SDC meetings and preside over those meetings.
 - 2.5.1.2 Authorize subgroups and chairperson.
 - 2.5.1.3 Form subgroups and assign tasks as appropriate.
 - 2.5.1.4 Act as liaison to ANSI.
 - 2.5.1.5 Publish approved, revised, and/or reaffirmed standards.
 - 2.5.1.6 Maintain, update, and distribute the SDC rosters.
 - 2.5.1.7 Record and distribute the minutes of all SDC meetings.
 - 2.5.1.8 Conduct ballots when required.
 - 2.5.1.9 Oversee compliance with the normative policies and administrative procedures established by the ANSI Executive Standards Council.
 - 2.5.1.10 Maintain, distribute, and ensure compliance with Standards Development Policies and Procedures.
 - 2.5.1.11 Receive applications for SDC membership.
 - 2.5.1.12 Maintain all necessary records pertaining to the committee and subgroup activities.
 - 2.5.1.13 Provide administrative support related to the SDC as appropriate.
 - 2.5.1.14 Develop, adopt, implement, maintain, revise, and withdraw policies and procedures as required by ANSI.
 - 2.5.1.15 Perform other functions that may be materially necessary to the standards process.

2.6 Change or termination of membership status.

- 2.6.1 SDC and consensus body members must notify the staff liaison/secretary within thirty (30) days of any changes in employment affecting representation to the committee or consensus body and must submit a new application if continued membership on the SDC or consensus body is desired. Interest category will be confirmed for each member on an annual basis.
- 2.6.2 APCO shall be authorized to terminate the membership of an individual on the SDC or consensus body for cause, which may include, but is not limited to:
 - 2.6.2.1 Failure to actively participate in the SDC proceedings or responsibilities.
 - 2.6.2.2 Failure to return 75% of ballots during a calendar year.

2.6.2.3 Failure to attend 50% of meetings during a calendar year.

2.6.2.4 Failure to respond to all communication attempts by the staff liaison/secretary.

2.6.2.5 Failure to complete and return required APCO agreement forms, including, but not limited to property rights and/or copyright agreement.

2.6.3 SDC or consensus body members resigning membership from the committee or consensus body must tender a written resignation to the staff liaison/secretary giving the effective date and reason for resignation.

2.7 Joint Working Groups (JWGs) – Section 2.7 applies to joint APCO/NENA Standards work ONLY.

2.7.1 For the purposes of APCO/NENA joint standards only, Joint Working Groups (JWG) are created to address a specific issue and to develop a specific Deliverable by a specific date based on an approved charter entered into and approved mutually by APCO's SDC and NENA's Development Group (NDG) in accordance with each SDO's procedures as approved by ANSI ("established procedures"). Once that task is done or abandoned, the Joint Working Groups (JWG) is dissolved. The JWG may be reconvened to reaffirm or update the standard as needed.

2.7.2 Participation in JWGs shall be open to any entity (organization, company, government agency, etc.) or individual with a direct and material interest in the issue and such JWGs shall involve participants from varied interest categories in public safety communications with the objective of achieving balance between users, producers and general interest categories without dominance by a single interest category, individual or entity. Participants have a right to participate by expressing a position and its basis and having that position considered. They also have a right to participate in voting and to appeal decisions. Any membership disputes may be appealed in accordance with the rules set forth in Section 4.1.4.2.

2.7.3 Acknowledgements: All Deliverables shall acknowledge their contributors, including JWG members and third parties who provide contributions to the Deliverable, and prior publications incorporated in whole or in part.

2.7.4 Document Branding and Development Procedures

2.7.4.1 At the start of work, the APCO staff liaison and an individual designated by NENA (Development Steering Council) DSC shall determine by

consensus a managing partner organization for the development of standards to be either APCO or NENA. The JWG shall then use the collaboration tools, document templates and generally adhere to the managing partner's established procedures for holding convening work. The selected SDO will be responsible for all aspects of compliance with the ANSI process.

- 2.7.4.2 All work products shall prominently feature the branding of both organizations.

2.8 Working Group Liaison

The Chair of the technical, operational and training subcommittees will designate one member of the subcommittee to serve as a working group liaison on standards that fall under that subcommittee. The purpose of this is to enhance communication and offer support to SDC working groups by providing liaisons from SDC subcommittees to which they are aligned.

Chapter Three

Meetings

3.1 Standing Meetings and Annual Meetings

- 3.1.1 SDC meetings are conducted by teleconference, web-based means, or other virtual means, or combinations thereof.
- 3.1.2 The SDC may conduct an annual in-person meeting with the approval from APCO's Executive Director.
- 3.1.3 The staff liaison/secretary shall issue a meeting notice to all members specifying the date, time, and place of meetings at least thirty (30) days in advance for face-to-face meetings and at least five (5) days for teleconference and virtual meetings (if not regularly scheduled).
- 3.1.4 The staff liaison/secretary shall develop an agenda for each meeting and will subsequently communicate the meeting agenda to all members at least 48-Hours in advance of the meetings.
- 3.1.5 Each member is expected to attend each meeting. The staff secretary shall maintain records of attendance.
- 3.1.6 The minutes of each meeting shall contain the date of the meeting; a list of members attending; the time the meeting opened and its location; approval of previous minutes, if appropriate; action items; and the time the meeting adjourned.
- 3.1.7 A minimum of 50% of members present at an announced meeting of the SDC shall be required to constitute a quorum for conducting business at a meeting.
- 3.1.8 Robert's Rules of Order (latest edition) shall be used to expedite due process on questions of parliamentary procedure not covered in this policy.
- 3.1.9 Minutes shall require approval by a majority vote of SDC members present at a meeting.
- 3.1.10 Attendance of an SDC meeting by interested parties as observers shall be permitted provided that they have submitted a written request to the staff liaison/secretary at least (five) 5 days in advance of the meeting. Non-committee members shall not have voting privileges.

- 3.1.11 The APCO staff liaison/secretary reserves the right to call for an executive session. Only members of the SDC, including the APCO staff liaison/secretary, are to attend executive sessions. Matters related to the technical content of any standards, the disposition of ballots, or public comments shall not be conducted by executive session. Executive sessions shall be permitted for the purpose of considering administrative and sensitive issues.
- 3.1.12 The staff liaison/secretary or majority of the SDC shall have the authority to call for a special meeting in the event of extraordinary circumstances or emergencies. The staff liaison/secretary will announce the meeting as soon as practical.

Chapter Four

Subgroups

4.1 Establishing subgroups

- 4.1.1 The SDC and APCO staff liaison/secretary are authorized to establish subgroups (such as subcommittees, working groups, technical committees) to facilitate the work of standards development.
- 4.1.2 Members of a subgroup shall be appointed and subsequently disbanded by the APCO staff liaison/secretary when the assignment(s) are fulfilled.
- 4.1.3 Assignment(s) to the subgroup shall be made by the staff liaison/secretary. The subgroup responsibilities may include, among other activities, the development of content of a standard, assisting the SDC in responding to views and objections, assisting with interpretation of a standard, conducting research, or serving in an advisory function.
- 4.1.4 Draft standards and any proposed substantive change in the content of a standard by a subgroup shall be submitted to the SDC staff liaison/secretary who shall forward it to the SDC and/or the consensus body for balloting as appropriate.
- 4.1.5 Joint Working Groups (JWGs) – Section 4.1.4 applies to joint APCO/NENA Standards work ONLY.
 - 4.1.5.1 The leadership of the JWG shall consist of one delegate nominated by APCO SDC and one delegate nominated by NENA NDG.
 - 4.1.5.2 APCO SDC and NENA NDG will use established procedures for soliciting membership within a JWG, with a maximum of fifteen (15) delegates acting on behalf of each SDC and NDG (for a total membership of the JWG not to exceed 30).

Chapter Five

Voting Procedures

5.1 Consensus Ballots

- 5.1.1 Consensus ballots will be used by the consensus bodies for approval, revision, and reaffirmation of, or substantial changes to an ANS and/or a candidate ANS. All members of the consensus body shall have the opportunity to vote within the deadline. Votes will be by electronic ballot only.
 - 5.1.1.1 Consensus Balloting should occur simultaneously within the last 15 days of the Public Review and Comment period. The intent is to increase efficiency and reduce the time required for the development, revision, reaffirmation, and maintenance of existing or new standards.
 - 5.1.1.2 In cases where substantive changes are made to the standard after the initial ballot, a second ballot will be conducted.
 - 5.1.1.3 The deadline for consensus ballots shall be clearly marked and shall be no less than fifteen days (15) for electronic votes.
 - 5.1.1.4 Proxies are not permitted.
- 5.1.2 Consensus ballots shall be cast by electronic means. The vote shall be recorded by the staff liaison/secretary.
- 5.1.3 Consensus ballots may be initiated by the staff liaison/secretary, Sub-committee chairperson, or by a majority of members present at a meeting.
- 5.1.4 At least two-thirds (2/3) majority of the census body votes must vote in the affirmative for a ballot to pass (not counting abstention).
 - 5.1.4.1 A majority of the consensus body cast a vote (counting abstention).
 - 5.1.4.2 In the event that a majority of the consensus body does not cast a vote, the staff liaison/secretary shall restart the ballot process. Any prior comments must be reasserted by the consensus body member in order to be maintained.
 - 5.1.4.3 Negative votes without comment or negative votes accompanied by comments not related to the proposal shall not be factored into the numerical requirements for consensus but will be factored into the numerical requirements for total ballots submitted for the purposes of establishing a quorum.

5.1.5 Consensus Ballots are required to achieve consensus for:

5.1.5.1 Approval of a proposed ANS

5.1.5.2 Approval of substantive changes to a proposed ANS

5.1.5.3 Reaffirmation of an ANS

5.1.5.4 Revision of an ANS

5.1.6 Consensus Ballot votes shall be cast with one of the following positions:

5.1.6.1 Affirmative

5.1.6.2 Affirmative, with comment

5.1.6.3 Abstain

5.1.6.4 Negative, with reasons (the reasons for the negative vote shall be submitted in writing to the staff liaison/secretary, and if possible, should include specific wording or actions that would resolve the objection)

5.1.6.5 Ballots not returned shall be recorded as “Unreturned Ballots”

5.2 Negative Vote Process (Consensus Ballot)

5.2.1 All written views and objections that are received from participants shall be considered by the consensus body and the commenter shall be notified, in writing, of the Committee’s decision or response and the reasons therefor, in accordance with the following section. An effort shall be made to resolve all expressed objections accompanied by comments related to the proposal under consideration.

5.2.2 Negative votes, which are not accompanied by reasons, shall be recorded as “negative without comments” and no further action shall be required. Such votes shall not be factored into the numerical requirements for consensus.

5.2.3 Negative votes accompanied by comments not related to the proposal under consideration, shall not be considered in the numerical requirements for consensus. Unrelated comments will be treated as proposals for new work.

5.2.4 Negative votes with reasons shall be sent to the SDC by the staff liaison/secretary; subsequent referrals to a subgroup may be necessary to attempt to resolve the objection.

- 5.2.5 If comments with the negative ballot are withdrawn by the commenter, the commenter may resubmit the ballot as either an affirmative vote or an abstention.
- 5.2.6 The SDC and/or consensus body may review the negative vote with the voter at a meeting of the SDC, consensus body or a subgroup, in efforts to resolve the negative vote.
- 5.2.7 Each unresolved consensus body negative vote with comment shall be reported to the consensus body along with attempts at resolution, in order to afford all members of the consensus body an opportunity to respond, reaffirm, or change their vote.
- 5.2.8 All substantive changes will be provided to the consensus body to afford all members the opportunity to respond, reaffirm or change their vote (2.6 ANSI Essential Requirements) Substantive changes must also be submitted for public review.
- 5.2.9 If a negative vote from a consensus body member is not resolved, the voter will be notified in writing of the right to appeal by means of the APCO appeals procedure.

5.3 Administrative Ballots

- 5.3.1 Administrative ballots will be used for matters not requiring consensus balloting (5.1). Votes with regard to these issues need not be accompanied by reasons and need not be resolved or circulated to the consensus body.
- 5.3.2 Votes on administrative ballots shall be recorded as “affirmative”, “negative”, or “abstain.”

5.4 Ballots Distribution and Collection

- 5.4.1 The staff liaison/secretary shall issue directions for electronic ballots.
- 5.4.2 The staff liaison/secretary shall record the votes (15) days after the deadline.
- 5.4.3 The staff liaison/secretary shall post the announcement for consensus ballot and remind consensus body members of the ballot at the 10-day and 5-day mark.

5.5 Recording of Committee Votes

- 5.5.1 The results of each vote shall be recorded and reported to the staff liaison / secretary as follows:
 - 5.5.1.1 Number of voting members voting affirmatively

5.5.1.2 Number of voting members voting negatively with reasons (does not apply for Administrative Ballots)

5.5.1.3 Number of voting members voting negatively without reasons

5.5.1.4 Number of voting members abstaining

5.5.1.5 Number of voting members not returning ballots

5.6 Joint Working Groups (JWGs) Consensus Ballots – Section 5.6 applies to joint APCO/NENA Standards work ONLY.

5.6.1 The voting members of a JWG that develop an ANS are the designated “Consensus Body.”

Chapter Six

Notification of Standards Activity

6.1 Notifications of standards activity shall be announced

- 6.1.1 Timely and adequate notice of standards development activity shall be announced in media suitable to demonstrate that a meaningful opportunity for participation, debate, and deliberation by all directly and materially interested parties in a fair and equitable manner was provided.
- 6.1.2 At the initiation of a project to develop or revise a Standard, notification shall be transmitted to ANSI using the Project Initiation Notification System (PINS) form for announcement in ANSI's publication Standards Action.
- 6.1.3 A PINS form may be submitted, but is not required, at the initiation of a project to reaffirm or withdraw a Standard.
- 6.1.4 The PINS form will be submitted electronically to ANSI within 90 days of project initiation according to APCO's three-year plan and timeline for initiating projects. Project initiation will be the date in which the Executive Committee receives and approves a project for standards consideration, as noted on the APCO Intl. Standards Activities Request form.
- 6.1.5 A standards Activities Request form will be submitted to the Executive Committee by the SDC for any new standards.
- 6.1.6 A PINS is not required for revisions of an ANS that is maintained under continuous maintenance and (1) is registered as such on the ANSI website, (2) has a notice in the standard that the standard is always open for comment and how to submit comments to APCO SDC, and (3) has information on the APCO's website that the standard is under continuous maintenance and how to submit comments.
- 6.1.7 A PINS is also not required in connection with the decision to maintain an ANS under the stabilized maintenance option.

Chapter Seven

Withdrawal of a Standard

7.1 Withdrawing an APCO ANS

- 7.1.1 If it is determined that a candidate ANS is no longer a viable project, APCO may choose to administratively withdraw or discontinue an ANS with approval from the APCO Executive Director.
- 7.1.2 If APCO elects to withdraw one or more of its ANS, it may do so without a vote of the relevant consensus body.
- 7.1.3 APCO may elect to discontinue the processing of a new or revised ANS or portion thereof at its own discretion and without a vote of the relevant consensus body.
- 7.1.4 APCO must notify ANSI immediately of such an action, which will be announced in the ANSI Standards Action.

Chapter Eight

Public Review and Comments

8.1 Public review and comments

- 8.1.1 Proposals for new ANS and proposals for revision, reaffirmation, or withdrawal of an ANS shall be transmitted to ANSI using a BSR-8 form for listing in the Standards Action in order to provide opportunity for public comment.
- 8.1.2 The comment period shall be one of the following:
 - 8.1.2.1 A minimum of thirty (30) days if the full text of the revision(s) can be published in Standards Action.
 - 8.1.2.2 A minimum of forty-five (45) days if the document is available in an electronic format, deliverable within one day of a request, and the source from which it can be obtained by the public is provided to ANSI for announcement in the Standards Action.
 - 8.1.2.3 A minimum of sixty (60) days if neither of the aforementioned options is applicable.
- 8.1.3 All written views and objections that are received from participants shall be considered by the working group and the commenter shall be notified, in writing, of the Committee's decision or response, and the reasons therefor. An effort shall be made to resolve all expressed objections accompanied by comments related to the proposal under consideration.
- 8.1.4 All objections shall be reviewed and considered by the consensus body. The working group may ACCEPT objections and incorporate changes made to the candidate standard, or they may REJECT the comment.
- 8.1.5 A substantive change is one that directly and materially affects the use of the Standard.
Examples are: "shall" to "should" or "should" to "shall"
- 8.1.6 The addition, deletion or revision of requirements, regardless of the number of changes
- 8.1.7 If a substantive change is made to a draft standard, that change ONLY shall undergo public review.
- 8.1.8 Each unresolved objection and attempt at resolution, and any substantive change made in a proposed American National Standard shall be reported to the

consensus body in order to afford all members of the consensus body an opportunity to respond, reaffirm, or change their vote.

- 8.1.9 If an objection is not resolved, the objector shall be notified in writing of the right to appeal by means of the APCO appeals procedure.
- 8.1.10 Following the resolution of comments and objections, a BSR-9 form and required documents shall be submitted to ANSI by the staff liaison/secretary requesting BSR approval of the standard.

Chapter Nine

Publication

9.1 Publication of an ANS

Standards approved as an ANS, shall be published no later than 6 months after approval. A request for an extension of this deadline may be filed with ANSI. APCO shall publish the standard or grant the right of publication to ANSI.

9.2 Joint Working Group (JWG) Approval of Deliverables –Section 9.2 applies to joint APCO/NENA Standards work ONLY.

For the purposes of APCO/NENA joint standards work, Both APCO SDC and NENA NDG will follow established procedures for approving of a Deliverable, and both development organizations must approve of a Deliverable before it is published per their established processes. In the event the organizations do not approve the deliverable, the issue will automatically move to an appeals process.

Chapter Ten

Appeals Procedure

10.1 Appeals Procedures

10.1.1 Policy

Parties who are directly and materially interested and who have been or will be adversely affected by any procedural action or inaction by APCO with regard to the development of a proposed ANS or the revision, reaffirmation, or withdrawal of an existing ANS shall have the right to appeal.

10.1.2 Complaint

The appellant shall file a written complaint with the staff liaison/secretary within thirty (30) days after the date of notification of action or at any time with respect to inaction. The appellant has the responsibility of demonstrating adverse effects.

10.1.3 Response

After receipt of the complaint, the SDC chairperson shall respond in writing to the appellant, in an effort to resolve the complaint through an informal process. If feasible, the response to the appellant will occur within thirty (30) days. Otherwise, the appellant will be advised as to the reason for a delay.

10.1.4 Hearing

If the appellant and the committee chairperson are unable to resolve the written complaint informally in a manner consistent with these procedures, the staff liaison/secretary shall schedule a hearing with an appeals panel on a date agreeable to all participants, giving at least fifteen (15) calendar days' notice. The appellant must request a hearing within 15 working days of the written response identified in section 10.1.3. If the appellant does not request a hearing within this timeframe, the appeal is considered closed.

10.1.5 Appeals Panel

The appeals panel shall be appointed by the SDC chairperson. The appeals panel shall consist of three individuals who have not been directly involved in the matter in dispute and who will not be materially or directly affected by any decision made or to be made in the dispute. The appellant must be notified of the panel's

composition and given the opportunity to object to the composition of the panel. Objections must be specific and valid to be considered.

10.1.6 Conduct of the Hearing

The appellant has the responsibility of demonstrating adverse effects. The respondent has to demonstrate that the SDC and APCO took all actions in compliance with these procedures. Each party may present pertinent arguments, and members of the appeals panel may address questions to individuals.

10.1.7 Decision

The appeals panel shall render its decision in writing within thirty (30) days, to the staff liaison/secretary presenting the findings of facts and conclusions, with reasons therefore, citing the evidence. The staff liaison/secretary shall notify the appellant and the SDC of the decision of the appeals panel, which shall be binding. This notification shall also be done in writing. The findings may include the following positions:

10.1.7.1 Finding for the appellant, giving specific issues and facts regarding which actions or inactions were not taken with subsequent remanding the action to the SDC or APCO

10.1.7.2 Finding for the SDC or APCO, that all actions or inactions were taken in compliance with these procedures

10.2 Joint Working Group (JWG) Appeals – Section 10.2 applies to joint APCO/NENA Standards work ONLY.

10.2.1 For all candidate standards that are under the JWG, the procedures in 10.2 are to be followed.

10.2.2 Policy

10.2.2.1 Parties who have directly and materially affected interests and who have been or will be adversely affected by any procedural action or inaction by the JWG with regard to the development of a proposed ANS or the revision, reaffirmation, or withdrawal of an existing ANS shall have the right to appeal.

10.2.3 Complaint

10.2.3.1 The appellant shall file a written complaint with the staff liaison/secretary within thirty (30) days after the date of notification of action or at any time with respect to inaction. The appellant has the responsibility of demonstrating adverse effects.

10.2.4 Response

10.2.4.1 After receipt of the complaint, the JWG chairs, if available, shall respond in writing to the appellant, in an effort to resolve the complaint through an informal process. If feasible, the response to the appellant will occur within thirty (30) days. Otherwise, the appellant will be advised as to the reason for a delay.

10.2.4.2 If one or both of the JWG chairs are not available, APCO SDC and/or NENA DSC shall appoint a delegate for the purposes of resolving the complaint.

10.2.5 Hearing

10.2.5.1 If the appellant and the committee chairperson are unable to resolve the written complaint informally in a manner consistent with these procedures, the staff liaison/secretary shall schedule a hearing with an appeals panel on a date agreeable to all participants, giving at least fifteen (15) calendar days' notice.

10.2.6 Appeals Panel

10.2.6.1 The appeals panel shall consist of at least three individuals who have not been directly involved in the matter in dispute and who will not be materially or directly affected by any decision made or to be made in the dispute.

10.2.6.2 The appeals panel shall be appointed by the SDC Chairperson and NENA Process Review Committee (PRC) through consensus. If consensus cannot be reached, the SDC Chairperson shall appoint two members, and the NENA PRC shall appoint two members, for a maximum of four members allowed, with appointees equally apportioned between both APCO SDC and NENA PRC. A fifth member will then be selected as a consensus choice of both the APCO SDC and NENA DSC. This person shall be familiar with the ANSI Standards process but will not have been an active participant in the work in question.

10.2.6.3 The appellant must be notified of the panel's composition and given the opportunity to object to the composition of the panel. Objections must be specific and valid to be considered.

10.2.7 Rapporteur

10.2.7.1 The panel, once convened, shall assign a rapporteur. The rapporteur is responsible for managing communications between the appellant, the panel, SDC, DSC, APCO, NENA and any public inquiries.

10.2.8 Conduct of the Hearing

10.2.8.1 The appellant has the responsibility of demonstrating adverse effects. The respondent has to demonstrate that the JWG, SDC, NDG, APCO and NENA took all actions in compliance with these procedures. Each party may present pertinent arguments, and members of the appeals panel may address questions to individuals. The hearing shall be conducted in public.

10.2.9 Decision

10.2.9.1 The appeals panel shall render its decision in writing within thirty (30) days, to the staff liaison/secretary presenting the findings of facts and conclusions, with reasons therefore, citing the evidence. The staff liaison/secretary shall notify the appellant and the SDC of the decision of the appeals panel, which shall be binding. The appellant shall receive a written decision.

10.2.9.2 The findings may include the following positions:

10.2.9.2.1 Finding for the appellant, giving specific issues and facts regarding which actions or inactions were not taken with subsequent remanding the action to the JWG, or if the Working Group has already completed its work and has been dissolved, to a new JWG of substantially similar charge.

10.2.9.2.2 Finding for the recipient / respondent, that all actions or inactions were taken in compliance with these procedures.

Chapter Eleven

Interpretation Procedure

11.1 SDC Interpretation Procedures

- 11.1.1 The SDC shall have the task of addressing issues related to interpretations of APCO ANS standards whenever questions arise regarding the intention of the standards.
- 11.1.2 Request for interpretations of Standards shall be submitted in writing to the staff liaison/secretary and shall be forwarded to the SDC.
- 11.1.3 An inquiry must be in writing and addressed to the staff liaison/secretary at APCO Headquarters. The staff liaison/secretary shall log the inquiry and forward it to the SDC.
- 11.1.4 An inquiry should include references to the applicable section(s) of the standard and/or previous interpretation of the standard.
- 11.1.5 An interpretation subgroup of at least five individuals total combined from the SDC and/or the subgroup or consensus body shall be appointed by the SDC chairperson. All proposed interpretations, approved by a simple majority of the subgroup, shall be prepared in writing and shall be submitted to the SDC for final approval.
- 11.1.6 Approved interpretations shall be sent in writing to the requester by the staff liaison/secretary.

11.2 Joint Working Group (JWG) Interpretation Procedures – Section 11.1 applies to joint APCO/NENA Standards work ONLY.

- 11.2.1 For the purposes of APCO/NENA joint standards work, APCO SDC and NENA NDG shall have the task of addressing issues related to interpretations of Joint ANS standards whenever questions arise regarding the intention of the standards.
- 11.2.2 Request for interpretations of Standards shall be submitted in writing to the SDC staff liaison/secretary or NENA Committee Resource Manager (CRM).
- 11.2.3 An inquiry should include references to the applicable section(s) of the standard and/or previous interpretation of the standard.

- 11.2.4 An interpretation subgroup of five individuals total, two each from the SDC and NDG, consisting entirely of JWG members if possible, and one chosen by consensus of both SDC and NDG shall be appointed by the SDC chairperson and DSC. The interpretation subgroup's interpretation shall be considered final. Approval shall be by simple majority.
- 11.2.5 Approved interpretations shall be sent in writing to the requester by the staff liaison/secretary.

Chapter Twelve

Metric Policy

12.1 Metric Policy

The International System of Units (SI), the modernized metric system, is the preferred units of measurement in American National Standards and will be used by APCO when applicable.

Chapter Thirteen

Patent Procedure

13.1 Patent Policy

APCO has adopted the Patent Policy as outlined in the ANSI Essential Requirements for ANS development.

Chapter Fourteen

Records Retention Procedure

14.1 Records Retention Procedures

- 14.1.1 It is the policy of APCO International to establish and maintain records of standards development in compliance with ANSI Essential Requirements.
- 14.1.2 Records concerning new, revised, or reaffirmed standards maintained under the periodic maintenance option shall be retained for at least one complete standards cycle (or until the standard is revised).
- 14.1.3 Records concerning new, revised, or reaffirmed standards maintained under the continuous maintenance option shall be retained for a minimum of five (5) years or until approval of the subsequent revision or reaffirmation of the complete standard.
- 14.1.4 Records concerning standards maintained under the stabilized maintenance option shall be retained until the standard is reaffirmed, revised, or subsequently reviewed in connection with the stabilized maintenance of the standard.
- 14.1.5 Records concerning withdrawn standards shall be retained for at least five years from the date of withdrawal.
- 14.1.6 APCO may also maintain a document in accordance with the provisions for the stabilized maintenance of a standard as described in 4.7.3 of the ANSI Essential Requirements.
- 14.1.7 The staff liaison/secretary of the SDC shall be responsible for all record keeping. The records shall be retained by APCO Headquarters and/or by electronic means.
- 14.1.8 All records related to the documentation of consensus on American National Standards shall be retained in accordance with the ANSI essential requirements.
- 14.1.9 Committee members shall transmit to the staff liaison/secretary copies of all documents that are required to be retained.

14.2 SDC and consensus bodies records

- 14.2.1 Roster of the consensus bodies that indicates:
 - 14.2.1.1 Votes of each member, including abstentions and unreturned ballots
 - 14.2.1.2 Names of the members, their organization, business affiliation and interest categories

14.2.1.3 List of officers

14.2.1.4 Meeting attendance

14.2.1.5 Meeting minutes

14.2.1.6 Copy of ballots and any associated documents

14.2.1.7 Individual member files to include application, invitation, response, removal resignation, and any other documentation deemed pertinent to the individual's member status.

14.3 Standards records

14.3.1 All comments or objections with name of objector, and APCO's responses

14.3.2 Proposed standards and revisions submitted to ANSI

14.3.3 Communications between ANSI and APCO relative to the development of an ANS

14.3.4 All appeals and results

14.3.5 Scope of the ANS

14.3.6 Copy of ballots and any associated documents

Chapter Fifteen

Correspondence

15.1 Purpose

To provide for the use and distribution of various correspondence associated with the ANS development process.

15.2 Standards Committee Correspondence

All official SDC correspondence, including meeting notices, agendas, reports and ballots shall be distributed by the staff liaison/secretary. Copies of all other correspondence between SDC members, relating to APCO standards activities, shall be forwarded to the staff liaison/secretary.

15.3 External Correspondence

The SDC may designate a member(s) to correspond to external parties on its behalf. All external official ANS correspondence must be approved by the SDC and distributed by the staff liaison/secretary. Inquiries relating to the SDC and to ANS shall be directed to the staff liaison/secretary. Committee members should refer individuals who contact them regarding the SDC to the staff liaison.

Chapter Sixteen

Revisions to APCO Standards Development Policies

16.1 Purpose

To provide procedures for the proposal of revisions of the APCO ANS Standards Development Policies and Procedures.

16.2 Procedure

APCO may present proposed revisions to these Standards Development Policies and Procedures to the SDC for consultation. Any revisions to these policies and procedures must be submitted to ANSI for processing, review and approval. Any approved revisions to these Standards Development Policies and Procedures shall be effective upon ANSI approval and publication. The staff liaison/secretary will distribute any updated versions of these policies and procedures to the SDC and consensus bodies.

Chapter Seventeen

Commercial Terms and Conditions

17.1 Commercial terms and conditions

APCO has adopted the Commercial Terms and Conditions Policy as outlined in the ANSI Essential Requirements for ANS development.

Chapter Eighteen

Antitrust Policy

18.1 APCO Antitrust Policy

APCO standards are developed in accordance with applicable antitrust and competition laws and meetings amongst competitors to develop American National Standards are to be conducted in accordance with these laws.

END of APCO Standards Development Policies and Procedures

ACRONYMS AND ABBREVIATIONS

ANS	American National Standards
ANSI	American National Standards Institute
APCO	Association of Public Safety Communications Officials
CRM	Committee Resource Manager
DSC	Development Steering Council
JWG	Joint Working Group
NDG	NENA Development Group
NENA	National Emergency Number Association
PINS	Project Initiation Notification System
PRC	Process Review Committee
SDC	Standards Development Committee
SI	International System of Units

NOTES



APCO International
351 N. Williamson Blvd
Daytona Beach, FL 32114

www.apcointl.org
www.apcointl.org/standards/